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PATHWORKS: Problem Escalation Process

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TOPIC -----

I have a PATHWORKS question about problem escalation and the interface to Apple. Since DEC now owns all the code except DAL and MacX, should we just push all escalations up the "normal" DEC path?

DISCUSSION -----

PATHWORKS for Macintosh has always been a Digital product. It's sold and supported by Digital. Report all problems with PATHWORKS-related components to Digital support.

- In the U.S., this is Digital Customer Support Center (CSC).
- From other countries, report problems to the local Digital office; they will escalate to Digital in the U.S. if necessary.

Apple Engineering has trained Digital engineering on the transitioned components. The process for escalation hasn't changed. If Digital CSC can't handle a problem, they will escalate it to the PCSG Engineering Maintenance Organization (PCSGEM). Should that component be something Apple developed and maintained, Digital PCSGEM will notify Apple Tech Comm. Copyright 1992, Apple Computer, Inc.

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