Date Filed: October 14, 2026

Witness: Jared A. Lawrence
Request from: Office of Education, Outreach, and Enforcement

Question:

(INFORMATION TECHNOLOGY) Please explain how the Company escalates IT-related customer complaints to its IT department. Provide all applicable internal protocols and written procedures.

Response:

When the Company becomes aware of an IT related customer complaint, an IT ticket is opened after which it is routed to the appropriate IT team.

Please refer to EOE-335, Attachment 1 CONFIDENTIAL, for a job aid outlining the steps to enter an IT ticket.