



Use

# Escalations Matrix (1)

Europe, Middle East & Africa (EMEA)

\* covers managed security, adaptive network security (ANS) and firewall services

\*\* covers DDoS mitigation, adaptive threat intelligence (ATI) and security log monitoring (SLM)

Escalation Level	Network, Voice & Collaboration	Managed Hosting & Cloud	CDN	Vyvx	Managed Security *	Threat Management **
1	<b>Service Desk</b> ☎ +44 800 496 5000 (UK) ☎ +800 5336 3273 (International) <i>Option 1, then Option 1</i>	<b>Hosting Operations Centre</b> ☎ +44 800 496 5000 (UK) ☎ +800 5336 3273 (International) <i>Option 1, then Option 2</i>	<b>EU CDN Support</b> ☎ +44 800 496 5000 (UK) ☎ +800 5336 3273 (International) <i>Option 1, then Option 3</i>	<b>Vyvx Support</b> ☎ +44 800 496 5000 (UK) ☎ +800 5336 3273 (International) <i>Option 1, then Option 3</i>	<b>Security Operations Centre</b> ☎ +44 800 496 5000 (UK) ☎ +800 5336 3273 (International) <i>Option 1, then Option 4</i>	<b>Security Operations Centre</b> ☎ +44 800 496 5000 (UK) ☎ +800 5336 3273 (International) <i>Option 1, then Option 4</i>
2	<b>Manager (On Duty)</b>	<b>Shift Manager (On Duty)</b>	<b>Manager (On Duty)</b>	<b>Manager (On Duty)</b>	<b>Manager (On Duty)</b>	<b>Manager (On Duty)</b>
3	<b>Senior Manager (On Duty)</b>	<b>Manager (On Duty)</b>	<b>Senior Manager (On Duty)</b>	Rick Gibson <b>Director</b>	Allen Overton <b>Senior Manager (On Duty)</b>	Shane Cox <b>Senior Manager (On Duty)</b>
4	Claire Beswick-Wilde <b>Director</b>	Gareth Hawkins <b>Director</b>	Phil Daly <b>Director</b>	David Stozki <b>Vice President</b>	Hank Adams <b>Director</b>	Brett Wentworth <b>Director</b>
5	Tom Jennings <b>Vice President</b>	Doug Goldie <b>Senior Director</b>	Tom Jennings <b>Vice President</b>			



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Escalation Level	Emergency Site Access	Field Tech Services (Billable 'remote hands')	Network Maintenance	Hosting & Cloud Maintenance	Activations
1	<b>Global Security Access Team</b> ☎ +44 800 496 5000 (UK) +800 5336 3273 (International) <i>Option 1, then Option 5</i>	<b>Field Tech (On Call)</b> ☎ +44 800 496 5000 (UK) +800 5336 3273 (International) <i>Option 1, then Option 5</i>	<b>Change Coordinator</b> ☎ +44 800 496 5000 (UK) +800 5336 3273 (International) <i>Option 5</i>	<b>Hosting Operations Centre</b> ☎ +44 800 496 5000 (UK) +800 5336 3273 (International) <i>Option 1, then Option 2</i>	<b>Post-Activation Team</b> ☎ +44 800 496 5000 (UK) +800 5336 3273 (International) <i>Option 3</i>
2	<b>Supervisor (On Duty)</b>	<b>Manager</b>	<b>Manager (On Duty)</b>	<b>Change Management (On Call)</b>	<b>Manager</b>
3	<b>Manager (On Call)</b>	<b>Country Manager</b>	<b>Paul Burton Director</b>	<b>Gareth Hawkins Director</b>	<b>Romayne Barto Senior Manager</b>
4		<b>Glen Janes Senior Director</b>	<b>Tom Jennings Vice President</b>	<b>Doug Goldie Senior Director</b>	<b>Omar Macias Director</b>