



# 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 +800 5336 3273 <i>option 1, then 1</i>	<b>Hosting Operations Centre</b> ☎ +44 800 496 5000 +800 5336 3273 <i>option 1, then 2</i>	<b>EU CDN Support</b> ☎ +44 800 496 5000 +800 5336 3273 <i>option 1, then 3</i>	<b>Vyvx Support</b> ☎ +44 800 496 5000 +800 5336 3273 <i>option 1, then 3</i>	<b>Security Operations Centre</b> ☎ +44 800 496 5000 +800 5336 3273 <i>option 1, then 4</i>	<b>Security Operations Centre</b> ☎ +44 800 496 5000 +800 5336 3273 <i>option 1, then 4</i>
2	Manager (On Duty)	Shift Manager (On Duty)	Manager (On Duty)	Manager (On Duty)	Manager (On Duty)	Manager (On Duty)
3	Senior Manager (On Duty)	Manager (On Duty)	Senior Manager (On Duty)	Rick Gibson Director	Allen Overton Senior Manager (On Duty)	Shane Cox Senior Manager (On Duty)
4	Claire Beswick-Wild Director	Gareth Hawkins Director	Phil Daly Director	David Stozki Vice President	Hank Adams Director	Brett Wentworth Director
5	Tom Jennings Vice President	Doug Goldie Senior Director	Tom Jennings Vice President			



# Escalations Matrix (2)

Europe, Middle East & Africa (EMEA)

Escalation Level	Emergency Site Access	Field Tech Services <small>(Billable 'remote hands')</small>	Network Maintenance	Hosting & Cloud Maintenance	Activations
1	<b>Global Security Access Team</b> +44 800 496 5000 +800 5336 3273 <i>option 1, then 5</i>	<b>Field Tech (On Call)</b> +44 800 496 5000 +800 5336 3273 <i>option 1, then 5</i>	<b>Change Coordinator</b> +44 800 496 5000 +800 5336 3273 <i>option 5</i>	<b>Hosting Operations Centre</b> +44 800 496 5000 +800 5336 3273 <i>option 1, then 2</i>	<b>Post-Activation Team</b> +44 800 496 5000 +800 5336 3273 <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>