

# APAC Service Assurance Escalation Matrix

Enterprise & Wholesale Repair				
	Region	Numbers	Remarks	IVR options
First level	Australia	1 800 084 284 +61 2 9053 9615 +61 3 9070 6497		1. Data / IP / Infrastructure, Voice, Managed Services  3. Managed Security  4. SD WAN  5. CDN  6. Network Maintenance  7. Vyvx
	Cambodia	1 800 881 001	To connect, enter code 8886624685	
	China	400 120 4545	Accessible from both fixed and mobile networks within China	
	Hong Kong SAR, China	800 962 486 +852 3018 6662		
	India	1 800 266 6320		
	Indonesia	001 803 0160 980 007 803 0206 263	(PT Indosat) (PT Telkom)	
	Japan	0120 914 291 +81 3 4577 4646		
	Korea	007 981 4203 0980		
	Malaysia	1 800 817 472		
	New Zealand	0800 451 236		
	Pakistan	00 800 01001		
	Philippines	1800 1110 1861 1800 8918 0101	(PLDT) (Globe)	
	Singapore	800 101 3231 +65 3157 7419		
	Sri Lanka	2 430 430 2 423 052 112 430 430	(Outside Colombo)	
	Taiwan	0809 090 817		
	Thailand	001 800 156 203 0756	Require int'l calls access	
Vietnam	1201 0288 1216 50004	(VTI & VNPT) (Mobifone)		

## Enterprise & Wholesale Repair

Managers (on duty 24/7)			
Second level	1. Data / IP / Infrastructure Services	Australia	+61 2 9053 9660 +61 3 7019 8209
	2. Managed Security	China	400 842 8472 <small>(Accessible from both fixed and mobile networks within China)</small>
	3. SD WAN	Hong Kong SAR, China	+852 3018 8981
	4. CDN	India	1 800 266 2670
	5. Vyvx	Japan	+81 3 4578 1431
	6. Network Maintenance	Singapore	800 101 2636 +65 3157 8958
	National Voice Services	+ 1 720-888-2492	
	Local ILEC Services	+ 1 720-888-5011	
Senior managers (on call)			
Third level	Data / IP / Infrastructure Services	+1 720-888-7109 or +1 720-888-7056	
	National Voice	+1 720-888-7239	
	Local ILEC Services	+1 720-888-5014	
	Managed Security	+1 720-888-8210	
	CDN	+1 720-888-6941	
Directors (on call)			
Fourth level	Data / IP / Infrastructure Services	+1 720-888-7069 or +1 720-888-7023	
	Local ILEC Services	+1 720-888-5010	
	Managed Security	+1 720-888-7212	
	Network Maintenance	+1 720-888-5007	
	CDN	+1 720-888-7085	

**Global Escalation Matrix**  
<https://repairescalations.lumen.com/>