

APAC Service Assurance Escalation Matrix

Enterprise & Wholesale Repair						
	Region	Numbers	Remarks	IVR options		
	Australia	1 800 084 284 +61 3 9070 6497 +61 2 9053 9615		1. Data, IP, Infrastructure, Voice,		
	China All China North China South	+86 400 120 4545 10800 1401986 10800 7141957	From China Telecom From China Unicom	Managed Services		
	Hong Kong	800 962 486 +852 3018 6662		3. Managed Security		
First level	India	000 800 100 9260 1800 266 6320		4. SD WAN		
	Indonesia	007 803 0206263				
	Japan	184 4389 4099 +81 3 4578 1431		6. Network Planned Maintenance		
	Korea	007 981 4203 0980		7 Magy		
	Malaysia	1 800 81 7472		7. Vyvx		
	New Zealand	0800 451 236				
	Philippines	1800 1110 1861				
	Singapore	800 101 3231 +65 3157 1455				
	Taiwan	00801 127 553				
	Thailand	001 800 1562 030756				



Enterprise & Wholesale Repair						
	Managers (on duty 24/7)					
Ī		Australia	+61 3 7019 8209 +61 2 9053 9660			
	1. Data / IP / Infrastructure Services	China	+86 400 842 8472			
<u>e</u>	2. Managed Security	Hong Kong	+852 3018 8981			
Second level	3. SD WAN	India	000 800 040 4969			
ono	5. Vyvx	Indonesia	001 803 0160980			
Sec	6. Network Planned Maintenance	Japan	+81 3 4577 4646			
		Singapore	+65 3157 1452			
	National Voice Services	+ 1 720-888-2492				
	Local ILEC Services	+ 1 720-888-5011				
	Senior managers (on call)					
<u> </u>	Data / IP / Infrastructure Services	+1 720-888-7109 or +1 720-888-7056				
Third level	National Voice	+1 720-888-7239				
Jird	Managed Security	+1 720-888-8210				
F						
	Directors (on call)					
_ }	Data / IP / Infrastructure Services +1 720-888-7069 or					
eve		+1 720-888-7023				
는 라	Managed Security	+1 720-888-7212				
חת	Network Planned Maintenance	+1 720-888-5007				
Fourth level	Managed Security Network Planned Maintenance	+1 720-888-7212				

Global Escalation Matrix

https://repairescalations.lumen.com/