APAC Service Assurance Escalation Matrix

Enterprise & Wholesale Repair

	Region	Numbers	Remarks	IVR options
First Level	**Australia**	1 800 084 284 +61 3 9070 6497 +61 2 9053 9615		**1. Data, IP, Infrastructure, Voice, and Managed Services** **2. Asia Managed Security** **3. Managed Security** **4. SD WAN, SASE** **5. Cloud** **6. Network Planned Maintenance** **7. Vyvx**
	Cambodia	1 800 203 174		
	China All **China North** **China South**	+86 400 120 4545 10800 1401986 10800 7141957	From China Telecom From China Unicom	
	Hong Kong	800 962 486 +852 3018 6662		
	India	1800 266 6320		
	Indonesia	007 803 0206263		
	Japan	184 4389 4099 +81 3 4578 1431		
	Korea	007 981 4203 0980		
	Malaysia	1 800 81 7472		
	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		
	Vietnam	1800 4970		

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Enterprise & Wholesale Repair

Second Level

Managers (on duty 24/7)

1. Data / IP / Infrastructure Services **2. Managed Security** **3. SD WAN** **5. Vyvx** **6. Network Planned Maintenance**	Australia	+61 3 7019 8209 +61 2 9053 9660
	Cambodia	1 800 201 648
	China	+86 400 842 8472
	Hong Kong	+852 3018 8981
	India	000 800 040 4969
	Indonesia	001 803 0160980
	Japan	+81 3 4577 4646
	Singapore	+65 3157 1452
National Voice Services	+ 1 720-888-2492	
Local ILEC Services	+ 1 720-888-5011	

Third Level

Senior Managers (on call)

Data / IP / Infrastructure Services	+1 720-888-7109 or +1 720-888-7056
National Voice	+1 720-888-7239
Managed Security	+1 720-888-7212
SD WAN	+1 720-888-6748

Fourth level

Directors (on call)

Data / IP / Infrastructure Services	+1 720-888-7069 or +1 720-888-7023
Managed Security	+1 720-888-7023
Network Planned Maintenance	+1 720-888-5007

Global Escalation Matrix
https://repairescalations.lumen.com/

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