

# 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		<b>1. Data / IP / Infrastructure, Voice, Managed Services</b>  <b>2. EMEA Operations Center</b>  <b>3. Managed Security</b>  <b>4. SD WAN</b>  <b>5. CDN</b>  <b>6. Network Maintenance</b>  <b>7. Vyvx</b>
	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)				
	Region	Numbers	IVR Options	
Second level	Australia	+61 2 9053 9660 +61 3 7019 8209	<ol style="list-style-type: none"> <li>1. Data / IP / Infrastructure Services</li> <li>2. Managed Security</li> <li>3. SD WAN</li> <li>4. CDN</li> <li>5. Vyvx</li> <li>6. Network Maintenance</li> </ol>	
	China	400 842 8472 (Accessible from both fixed and mobile networks within China)		
	Hong Kong SAR, China	+852 3018 8981		
	India	1 800 266 2670		
	Japan	+81 3 4578 1431		
	Singapore	800 101 2636 +65 3157 8958		
	+ 1 720-888-2492			National Voice Services
	+ 1 720-888-5011			Local ILEC Services
	<b>Senior managers (on call)</b>			
	Third level	+1 720-888-7109 or +1 720-888-7056		Data / IP / Infrastructure Services
+1 720-888-7239		National Voice		
+1 720-888-5014		Local ILEC Services		
+1 720-888-8210		Managed Security		
+1 720-888-6941		CDN		
<b>Directors (on call)</b>				
Fourth level	+1 720-888-7069 or +1 720-888-7023		Data / IP / Infrastructure Services	
	+1 720-888-5010		Local ILEC Services	
	+1 720-888-7212		Managed Security	
	+1 720-888-5007		Network Maintenance	
	+1 720-888-7085		CDN	

**Global Escalation Matrix**  
<http://lumen.com/repairescalation>