

# 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		<b>1. Data, IP, Infrastructure, Voice, and Managed Services</b>  <b>2. Asia Managed Security</b>  <b>3. Managed Security</b>  <b>4. SD WAN, SASE</b>  <b>5. Cloud</b>  <b>6. Network Planned Maintenance</b>  <b>7. Vyvx</b>
	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	000 800 100 9260 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		

## Enterprise & Wholesale Repair

Second Level	<b>Managers (on duty 24/7)</b>		
	<b>1. Data / IP / Infrastructure Services</b> <b>2. Managed Security</b> <b>3. SD WAN</b> <b>5. Vyvx</b> <b>6. Network Planned Maintenance</b>	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	<b>Senior Managers (on call)</b>		
	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	<b>Directors (on call)</b>		
	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/>