

NSC ASSURE ESCALATION PROCESS

The Vocus Communications Network Service Centre (NSC) Assure Escalation Process is:

ESCALATION LEVEL	ROLE	CONTACT DETAILS
BAU/First Level Escalation	Vocus Network Service Centre	0800 65 65 38 Faults@vocus.co.nz Cc Marco.Cecioni@vocusgroup.co.nz
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Third Level Escalation	National Assurance Manager	Jayson Paul +64 (0) 27 1800 0480 Jayson.Paul@vocusgroup.co.nz
Fourth Level Escalation	Head of Customer Operations	Natalie Geddes +64 (0) 21 931 278 Natalie.geddes@vocusgroup.co.nz
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Additional Contact	Service Delivery Manager	Marco Cecioni +64 (0) 21 477 853 Marco.Cecioni@vocusgroup.co.nz