

# NSC ASSURE ESCALATION PROCESS

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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
Second Level Escalation	Network Service Centre On Call Manager	On Call Manager 0800 100 142
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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