

# ESCALATION MATRIX

## Customer Support Center

### FAULT MANAGEMENT

Level			
1	Incident Management team	+31 20 788 05 62	escl1@expereo.com
2	Senior Engineer (on duty)	+31 20 788 05 63	escl2@expereo.com
3	Regional Support Manager	+31 20 788 05 64	escl3@expereo.com
4	Global Support Director	+31 20 788 05 65	escl4@expereo.com

### ESCALATION LEVELS

Level	Priority	
	1	2
1	24 hours	48 hours
2	48 hours	72 hours
3	72 hours	96 hours
4	96 hours	120 hours

