

# Contact List and escalation

Technical Support IP & Tx

Technical Support Voice Services

L3

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L2

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**PS Platform Support IP and Tx**

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L1

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## MAINTENANCE WINDOW

*Carrier/Customer needs to notify by e-mail the standard maintenance window to Change Control Team 72hrs before their execution.*

## MCM SITES ACCESS

*Carrier have to request 48hrs before (business days) the access to MCM sites by e-mail to Change Control Team, including the sites name, address, date, time (start/end), engineer name, mobile number, detail of activities, serial number of the equipment to replace (if apply).*



### Daniel Sandoval Change Control Leader

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### Change Control Support

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Week and weekend (23:00-07:00hrs CDT)

# NOC Contact List



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## **Bernard Sánchez**

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