



**Escalation 1 Network Operations Center**

Email address and Skype : [noc@directo.com](mailto:noc@directo.com)

NOC number (24 x 7, Evenings and weekends):

Phone MX +52 55 52014551

Mobile +52 55 44849983 LINE 7 x 24

If escalation is required for technical issues related to a trouble ticket, please call the contacts in the order listed below. If the individual is unavailable using the office phone number, please immediately call their mobile phone number:

**Escalation 2 (24 x 7, Evenings and weekends)**

Abraham Islas

**NOC Manager**

Mobile +52 5580052027

[abraham.islas@directo.com](mailto:abraham.islas@directo.com)

**Infrastructure**

Benito Pacheco

Mobile +52 5573733711

[benito.pacheco@directo.com](mailto:benito.pacheco@directo.com)

**Engineering Support**

Rodolfo Quevedo

Mobile +52 5532005315

[rodolfo.quevedo@directo.com](mailto:rodolfo.quevedo@directo.com)

Angel Hernandez

Mobile +52 5591998952

[angel.hernandez@directo.com](mailto:angel.hernandez@directo.com)

**Operations Director**

Carlos Cano

Mobile +52 5537968420

[carlos.cano@directo.com](mailto:carlos.cano@directo.com)