



Capacity

Services Operations

Escalation Path

March 2022



01. Capacity Services Escalation Path

Operations

OPERATIONS

Capacity Customer Service			+51 1 411 0070	customerservice.capacity@telxius.com
Manager on Duty			+51 1 411 0089 +51 1 411 0070	manageronduty@telxius.com
Capacity Manager	Senior Incident		+51 1 411 0084 Mobile: +51 942 055 300	sim.capacity@telxius.com
Head of Capacity Services Oskar Machicao Mendoza			+51 988 523 506	oskar.machicao@telxius.com
Head of Service Operations Pedro Almeida			+34 676 95 33 30	pedro.almeida@telxius.com
Customer Service Director Jesus Rubio			+34 689 55 85 37	jesus.rubio@telxius.com

02. Colocation Services Escalation Path

Operations

OPERATIONS

Colocation Customer Service	+51 1 411 0070	customerservice.colo@telxius.com
Manager on Duty	+51 1 411 0089 +51 1 411 0070	manageronduty@telxius.com
Capacity Senior Incident Manager	+51 1 411 0084 Mobile: +51 942 055 300	sim.capacity@telxius.com
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03. Scheduled Works Escalation Path

Operations

SCHEDULED WORKS

Scheduled Works Team	+51 1 411 0079 +51 945 300 791	sworks@telxius.com
Scheduled Works Leader	+51 1 411 0079 Mobile: +51 949 403 722	leader.sworks@telxius.com
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Head of Service Operations Pedro Almeida	+34 676 95 33 30	pedro.almeida@telxius.com
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