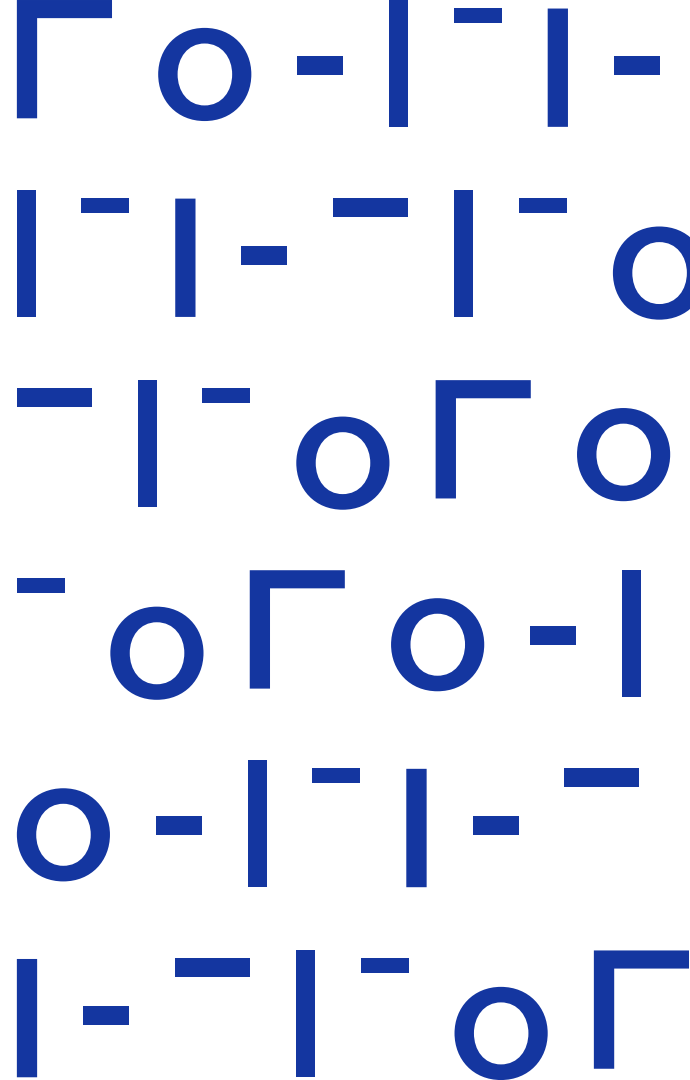




Escalation Matrix



NOC

Flō Networks provides a 24x7x365 support to our customers via our NOC (Network Operations Center). Flō Networks' NOC is responsible for being the focus point for reporting and follow-up of any issues that could emerge with any of our provided services.

Therefore, in case of any event that may require our support and/or our attention, please feel free to go through the following Support and Escalation process.



Support and Escalation Process

In aims of being able to provide a faster analysis and correspondent resolution for any event, please consider having the following information at hand at the time of your report:

- Subscription or Circuit ID.
- Internal case number (if applicable).

1. Report an event: Contacting Flō Networks' NOC at our email and/or any of our telephone support numbers to notify an issue or send a request.

2. Follow-up: Flō Networks' NOC is responsible for:

- a. Creating a service ticket. A service ticket number is referred to the newly created report for follow-up.
- b. Diagnosing the issue and involving additional staff and support if necessary.
- c. Providing follow-up until reaching event resolution status.
- d. Keeping customer informed of any updates in search of event resolution.

3. Escalation: If during event's resolution process, it is considered that correspondent analysis and follow-up is not entirely appropriate, customer may refer to the NOC Escalation Table to contact and raise awareness of the issue to additional staff.



NOC

Level	Position	Contact / Email	Phone	Response Time
1	NOC Engineer	noc@flo.net	*	Immediate
2	NOC Supervisor	noc-supervision@flo.net	MEX +52 656 257 1595 USA +1 (915) 701 0368	1 hour
3	NOC Manager	Oscar Hernández (oho@flo.net)	MEX +52 656 257 1173 USA +1 (915) 217 2229	2 hours
4	SVP Customer Experience	Ethan Blodgett (eth@flo.net)	MX +52 656 257 2439 USA +1 915 272 2439	4 hours
5	Chief Technical Officer	Arturo Iglesias (aif@flo.net)	MEX +52 656 257 1130 USA +1 (915) 534 8101	5 hours



NOC - Phone Numbers



Argentina: + 54 11 51993105



Brasil: +55 11 3230 2360



Chile: +56 2 321 08209



Colombia: +57 1 5800746



Costa Rica: +506 4001 9453



México: +52 656 692 1199
+52 800 288 3526



Perú: +51 1 6409 458



USA: +1 915 534 8105
+1 305 728 8580
+1 877 518 3526



Service Delivery

Level	Position	Contact / Email	Phone
1	Project Manager Assigned	pm@flo.net	-
2	Service Delivery Manager	Luis Omar Ávila loa@flo.net	MEX: +52 656 257 1013 USA: +1 (915) 400 0791
3	Chief Operations Officer	Hugo Nava hnb@flo.net	MEX: +52 656 257 1124 USA: +1 (915) 217 2239
4	Chief Technology Officer	Arturo Iglesias aif@flo.net	MEX: +52 656 257 1130 USA: +1 (915) 534 8101



Finance

Level	Position	Contact / Email	Phone
1	Collections Analyst	Refer to your assigned Collections Analyst	
2	Accounts Receivable Manager	Andrea Moreno amn@flo.net	MEX: +52 656 562 7852
3	Director of accounting	Sean Ihorn smi@flo.net	USA: +1 (915) 637-9636
4	Risk and Asset Management	Jorge Robles jrn@flo.net	USA: +1 (915) 356 0402
5	Chief Financial Officer	Rodrigo Fernández jrn@flo.net	-



Operations Leads

NOC Manager: Óscar Hernández

Phone: +52 656-257 1173

E-mail: oho@flo.net

Finance Manager: Andrea Moreno

Phone: +52 656-257 6033

E-mail: amn@flo.net

SVP Customer Experience: Ethan Blodgett

Phone: +52 656 257 2439

E-mail: eth@flo.net

Service Management: Jonathan Esperón

Phone: +52 656-257 1588

E-mail: jle@flo.net

Provisioning Manager: Luis Carlos Flores

Phone: +52 656-257 1590

E-mail: lcf@flo.net

Project Management Manager: Luis Omar Ávila

Phone: +52 656-257 1013

E-mail: loa@flo.net

Chief Operations Officer: Hugo Nava

Phone: +52 656 257 1124

E-mail: hnb@flo.net

