



Escalation Matrix & Contacts

February 2015 v1.0

	Day to Day	1 st Escalation	2 nd Escalation	3 rd Escalation
Provisioning	Account Manager Sales Team 0844 324 8585 – Option 1 sales@ukitnetworks.com	Provisioning Team 0844 324 8585 – Option 3 customerservices@ukitnetworks.com	Christopher Sanderson Customer Services Manager DDI: 0161 669 8638 chris@ukitnetworks.com	Guy Hickton Operations Director DDI: 0161 669 8636 Mob: 0772 500 9088 guy@ukitnetworks.com
Faults	Account Manager Sales Team 0844 324 8585 – Option 1 sales@ukitnetworks.com	Customer Services Team 0844 324 8585 – Option 3 customerservices@ukitnetworks.com	Christopher Sanderson Customer Services Manager DDI: 0161 669 8638 chris@ukitnetworks.com	Guy Hickton Operations Director DDI: 0161 669 8636 Mob: 0772 500 9088 guy@ukitnetworks.com
Product Support	Account Manager Sales Team 0844 324 8585 – Option 1 sales@ukitnetworks.com	Product Support Team 0844 324 8585 – Option 2 support@ukitnetworks.com	David Walker Product Manager DDI: 01565 740 354 dave@ukitnetworks.com	Guy Hickton Operations Director DDI: 0161 669 8636 Mob: 0772 500 9088 guy@ukitnetworks.com
Billing	Account Manager Sales Team 0844 324 8585 – Option 1 sales@ukitnetworks.com	Accounts Team 0844 324 8585 – Option 4 accounts@ukitnetworks.com	Michelle Agnew Financial Controller DDI: 0161 669 8637 michelle@ukitnetworks.com	Guy Hickton Operations Director DDI: 0161 669 8636 Mob: 0772 500 9088 guy@ukitnetworks.com

