

## Escalation List for Service Operation Center ( SOC )

Escalation Level	Contact Details	Email Address
First Level Support (Immediate) Customer Service Operations Center Operation Hours : 24hrs x 7 days	Tel: 1300223922 / +6019 388 3272	<a href="mailto:noc@extremebb.net">noc@extremebb.net</a> <a href="mailto:helpdesk@extremebb.net">helpdesk@extremebb.net</a>
Second Level ( 1 hour ) Team Leader, Service Operations Juliana Basri	Mobile: +6019 388 0983	<a href="mailto:juliana.basri@extremebb.net">juliana.basri@extremebb.net</a>
Third Level ( 2 Hour )  Shahar Radzif Technical Manager  Service Operations Manager Kavitha Sariadaran	Mobile: +6019 388 0183  Mobile: +6019 388 3273	<a href="mailto:shahar@extremebb.net">shahar@extremebb.net</a>  <a href="mailto:kavitha.sariadaran@extremebb.net">kavitha.sariadaran@extremebb.net</a>
Fourth Level ( 3 Hours ) Chief Executive Officer Wong Weng Yew	Mobile: +6019 388 8968	<a href="mailto:weng@extremebb.net">weng@extremebb.net</a>