

Escalation List for Fault Incident

Escalation Level	Designation	Email	Contact Number	How/ When to Escalate
First Level	Customer Service Operation Center (24hrs x 7 days)	noc@extremebb.net hepldesk@ebb.my	Tel: 1300223922 / +6019 388 3272 / +6019 388 5753	Immediately
Second Level	Team Leader, Service Operations Juliana Basri	juliana.basri@ebb.my	+6019 388 0983	2 hour
	Assistance Manager, Technical Assistance Center Andy Liau	andy.liau@ebb.my	+60 19 3882 076	
Third Level	Manager, Service Operations Kavitha Sariadaran	kavitha.sariadaran@ebb.my	+6019 388 3273	3 hours
	Manager, Network Operation Center Shahar Radzif	shahar@ebb.my	+6019 388 0183	
Fourth Level	General Manager, Special Project Tan Egah	egah.tan@ebb.my	+60 193887131	4 hours