

## Escalation List for Fault Incident

Escalation Level	Designation	Email	Contact Number	Escalate
First Level	Customer Service Operation Center (24hrs x 7 days)	<a href="mailto:noc@extremeabb.net">noc@extremeabb.net</a> <a href="mailto:helpdesk@ebb.my">helpdesk@ebb.my</a>	Tel: 1300223922 / +6019 388 3272 / +6019 388 5753	Immediately
Second Level	Assistant Manager, Service Operations Juliana Basri	<a href="mailto:juliana.basri@ebb.my">juliana.basri@ebb.my</a>	+6019 388 0983	2 hours
Third Level	Deputy Head of Operation, Service Operations Kavitha Sariadaran	<a href="mailto:kavitha.sariadaran@ebb.my">kavitha.sariadaran@ebb.my</a>	+6019 388 3273	3 hours
Fourth Level	Operation Director Tan Egah	<a href="mailto:egah.tan@ebb.my">egah.tan@ebb.my</a>	+60 193887131	4 hours