

Document title	Cellnex UK NOC Escalation Matrix		
Document Code	UK-SA-PRO-0004	Version 1.0	Date 01-June-2022

Document Manager	Andrew Holden-Brown, Service & Networks Manager
Final Approver	Matt Smith, Head of Service Assurance

This document is controlled as part of the Cellnex UK IMS via the Engage platform which maintains history of changes / version control. Downloaded or printed copies are uncontrolled.

Cellnex UK NOC Escalation Matrix

NOC Escalation Matrix

Stage	Contact Details	Hours of Service	Out of Hours
Self Serve on JIRA	Raise a JIRA ticket for the NOC Team with your request: https://towerco.atlassian.net/servicedesk/customer/portal/4	24/7	<p>On call arrangements are in place for urgent P1-P3 works, please only call through urgent requests that meet this criteria.</p> <p>Please contact the NOC Incident Management Team if an escalation is required.</p> <p>Or in the unlikely event the on-duty Incident Manager is unreachable, escalate to NOC Manager by phone.</p>
Level 1	Email/call NOC team to provide an update on your request NOC Group email: noc.uk@cellnextelecom.com T: +44 (0)20 4526 8569	24/7	
Level 2	Escalate to NOC Incident Management team NOC IM Group email: noc.tis.im@cellnextelecom.com T: +44 (0)20 4526 8570	09:00 – 17:00 Monday – Friday On Call 24/7 (phone)	
Level 3	Escalate to NOC Manager – Cristina Dolana NOC Manager email: cdolana.ext@cellnextelecom.com T: +44 (0)7487386922	09:00 – 17:00 Monday – Friday On Call 24/7 (phone)	
Level 4	Escalate to Service & Networks Operations Manager: Andrew Holden-Brown Email: andrew.holdenbrown@cellnextelecom.co.uk T: +44 (0)1256 674062/ M: +44 (0)7796 996667	09:00 – 17:00 Monday – Friday	
Level 5	Escalate to Head of Service Assurance: Matt Smith Email: matthew.smith@cellnextelecom.co.uk T: +44 (0)7816 450682	09:00 – 17:00 Monday – Friday	

JIRA Portal: The JIRA portal is available 24/7. If the system is unexpectedly unavailable outside these times please contact our NOC team who will liaise with IT and process any urgent tickets.