

Document title	Cellnex UK Operational Escalation Procedure		
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Cellnex UK

Operational Escalation Procedure

Cellnex Escalation Guidance

The below scenarios provide guidance for which team within Cellnex your query or escalation should be directed to.

Site Access	Network Operations Centre (NOC)	Safety, Health or Environment (SHE)	Accreditation
In hours: - Lock issue whilst on site (combi code or iLOQ) - Site Provider preventing or blocking access to site - Engineer locked on site and requires assistance - Check outage details on approved access request - Supervision not arrived or late Out of hours: - Access requested for out of hours via Agora that requires approval and/or attendance required For the above scenarios please use the Site Access Escalation Matrix	Report a major incident (an incident which has caused serious injury or ill health or significant damage to property or equipment): - Fire at site - Injury/fatality to person(s) Facilities issue or Post Work Report: - Overgrown site - Broken fence - Lock issue and no longer on site (combi code or iLOQ) - Loose feeders - Fly tipping - Vandalism/damage at site etc. An issue impacting access to site e.g. tree over access track, Site Provider dispute, site access information does not accurately reflect physical situation For the above scenarios please use the NOC Escalation Matrix	In hours: - An accident (an event that results in injury or ill health) - A near miss (an event that, while not causing harm, has the potential to cause injury or ill health) - An unsafe condition/hazard (a set of conditions or circumstances that have the potential to cause injury or ill health) - An unsafe act (task or other activity that is conducted in a manner that may threaten the health and/or safety of workers) - Report an RF issue Out of hours, please follow the NOC guidance For the above scenarios please use the SHE Escalation Matrix	Escalate an urgent accreditation Service Desk ticket (TOW) that has not been responded to for more than 24 hours: - Engineer's Accreditation expired and urgent access to a site needed - Company Accreditation expired urgent access to a site needed - Urgent key request required for approved access request For the above scenarios please use the Site Access Escalation Matrix

For issues relating to Cellnex IT tools see [IT Escalation Matrix](#)

Cellnex Site Access

For the following scenarios impacting access to a Cellnex Site please use the contact points below:

In hours:

- Lock issue whilst on site (combi code or iLOQ)
- Site Provider preventing or blocking access to site
- Engineer locked on site and requires assistance
- Check outage details on approved access request
- Supervision not arrived or late

Out of hours:

- Access requested for out of hours via Agora that requires approval and/or attendance required

Please note, all site access requests (SAR) should be logged on [Agora](#).

Level	Position	In Hours Support Monday – Friday 7am – 6pm	Out of Hours Support Any time outside of in hours timings
Level 1	Cellnex Service Desk	Cellnex Service Desk Tel: +44 (0) 204526 8561	+44 (0) 204526 8563 <i>If you would like your issue to be escalated, please inform the Level 1 Service Desk.</i>
Level 2	Site Access Team Lead	Tel: +44 (0) 204526 8574 <i>Only to be used following attempts to resolve the issue with Level 1 Service Desk</i>	
Level 3	Head of Access & Service	Robert Gorry Email: Robert.Gorry.ext@cellnextelecom.co.uk Tel: +44 (0)7812471393	

Report a major incident (an incident which has caused serious injury or ill health or significant damage to property or equipment):

- Fire at site
- Injury/fatality to person(s)

Facilities issue or Post Work Report:

- Overgrown site
- Broken fence
- Lock issue and no longer on site (combi code or iLOQ)
- Loose feeders
- Fly tipping
- Vandalism/damage at site etc.

An issue impacting access to site e.g. tree over access track, Site Provider dispute, site access information does not accurately reflect physical situation.

Level	Position	Support Hours 24/7
Level 1	Cellnex Service Desk	<u>Cellnex Service Desk</u> Email: noc.uk@cellnextelecom.com Tel: +44 (0) 204526 8569
Level 2	NOC Incident Management team	Email: cellnex.uk.noc.im@cellnextelecom.com Tel: +44 (0) 204526 8570
Level 3	NOC Manager	Carl Hamnett Email: carl.hamnett.ext@cellnextelecom.co.uk Tel: +44 (0) 7891405385

Cellnex SHE Team

Contact SHE team for the following:

- An accident (an event that results in injury or ill health)
- A near miss (an event that, while not causing harm, has the potential to cause injury or ill health)
- An unsafe condition/hazard (a set of conditions or circumstances that have the potential to cause injury or ill health)
- An unsafe act (task or other activity that is conducted in a manner that may threaten the health and/or safety of workers)
- Report an RF issue

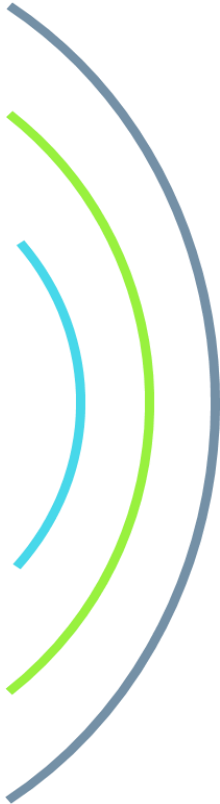
If an event above occur **out of hours**, please follow [Cellnex NOC process](#)

Level	Position	Support Hours Monday – Friday 8am – 5pm
Level 1	Cellnex Service Desk	Cellnex Service Desk
Level 2	SHE Team	Tel: +44 (0) 204526 8561

Cellnex Accreditation

Escalate an urgent accreditation Service Desk ticket (TOW) that has not been responded to for more than 24 hours:

- Engineer's Accreditation expired and urgent access to a site needed
- Company Accreditation expired urgent access to a site needed
- Urgent key request required for approved access request



Level	Position	Support Hours Monday – Friday 8am – 5pm
Level 1	Cellnex Service Desk	<u>Cellnex Service Desk</u> Tel: +44 (0)2045 268561
Level 2	Accreditation Lead/Manager	Jez Lenaghan Email: <u>Jeremy.Lenaghan.ext@cellnextelecom.co.uk</u> Tel: +44 (0)7810 315445
Level 3	Head of Access & Service	Robert Gorry Email: <u>Robert.Gorry.ext@cellnextelecom.co.uk</u> Tel: +44 (0)7812 471393

Reporting an IT Issue

Major Incident Agora or Key IT system down – 24/7 📞 **Call:** 03332 400 750

Any Other IT Issue , raise a ticket via [SMAX Portal](#) ; [Watch the training video](#) ; [View the FAQ Document](#)

Portal Not Available? Email ukitsupport@cellnextelecom.co.uk

New to Cellnex Systems? Call Freestyle on 03332 400 750.

Support Hours: 08:00–20:00, Monday–Friday (excluding bank holidays)

Target Resolution Times

- **New User Setup:** 10 working days
- **Other IT Issues:** 7 working days

Urgent Escalation –If your IT issue is preventing you from carrying out your role and you have not received a response within 2 working hours use the ‘Escalation’ option in your ticket. If there is no response, please contact below:

Level	Agora	Non-Agora	Support Hours Monday to Friday (excluding bank holidays)
Level 1	Call Freestyle Helpdesk 03332 400 750	Call Freestyle Helpdesk 03332 400 750	08:00 - 20:00
Level 2	Eric.Eshun@cellnextelecom.co.uk (UK IT escalation contact)	Barkha.Rathod@cellnextelecom.co.uk (UK IT escalation contact)	09:00 – 17:00
Level 3	Kerry.Lynch@cellnextelecom.co.uk (Head of UK IT)	Kerry.Lynch@cellnextelecom.co.uk (Head of IT)	09:00 – 17:00