

# SERVICE DELIVERY TELIA CARRIER CUSTOMER ESCALATION PROCESS

LEVEL 5

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LEVEL 4

**Andrew Haynes**  
Chief Operating Officer - Carrier Operations  
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LEVEL 3

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LEVEL 2

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All data services for customers in the content and media sectors

**Natalya Stegnyy**  
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All voice and mobile data/IPX services

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All data services for customers in the fixed/mobile operator, ISP, carrier and Enterprise sectors

LEVEL 1

**Service Delivery Coordinator**

Telia Carrier  
Account Manager

Telia Carrier  
Customer

