

# SERVICE DELIVERY - TELIA CARRIER CUSTOMER ESCALATION PROCESS

L6

**Staffan Göjeryd**  
 CEO Telia Carrier  
[staffan.gojeryd@teliacompany.com](mailto:staffan.gojeryd@teliacompany.com)

L5

**Andrew Haynes**  
 Chief Operating Officer  
[andrew.haynes@teliacompany.com](mailto:andrew.haynes@teliacompany.com)

L4

**Andrew Everest**  
 Chief Procurement Officer & Head of Service Delivery  
[andrew.everest@teliacompany.com](mailto:andrew.everest@teliacompany.com)  
 Mobile: +44-7880-383-846

L3

**Andreas Gebauer**  
 Head of Operator Delivery  
[andreas.gebauer@teliacompany.com](mailto:andreas.gebauer@teliacompany.com)  
 Mobile: +49-173-603-3661

**Tanuja Rameaux**  
 Head of Content Delivery  
[tanuja.rameaux@teliacompany.com](mailto:tanuja.rameaux@teliacompany.com)  
 Mobile: +33-6-3337-5567

**Julien Tardy**  
 Head of Enterprise Delivery  
[Julien.tardy@teliacompany.com](mailto:Julien.tardy@teliacompany.com)  
 Mobile: +33-6-8451-8133

L2

**Michelle San-Juan Quinn**  
 Team Leader Operator – Americas  
[Michelle.SanJuan-Quinn@teliacompany.com](mailto:Michelle.SanJuan-Quinn@teliacompany.com)  
 Mobile: +1-703-546-4024  
 (Data & Infrastructure)

**Bo Fagrell**  
 Team Leader Operator – EMEA #1  
[bo.fagrell@teliacompany.com](mailto:bo.fagrell@teliacompany.com)  
 Mobile: +46-705-398-465  
 (Data & Infrastructure)

**Farhan Qurashi**  
 Team Leader Operator – EMEA #2  
[farhan.qurashi@teliacompany.com](mailto:farhan.qurashi@teliacompany.com)  
 Mobile: +44-7773-941-324  
 (Voice & Mobile)

L1

**Telia Carrier Service Delivery Coordinators – Operator Delivery**

**Service Delivery - Operator**

All wholesale data and voice services for customers in the operator fixed/mobile and ISP sectors

**Telia Carrier Service Delivery Coordinators –**

**Service Delivery - Content**

All data services for customers in the content and media sectors

**Telia Carrier Service Delivery PMs - Enterprise**

**Service Delivery – Enterprise**

All data services for enterprise customers globally

