

SERVICE DELIVERY - TELIA CARRIER CUSTOMER ESCALATION PROCESS

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Telia Carrier Service Delivery Coordinators – Operator Delivery

Service Delivery - Operator

All data (Wholesale & Enterprise Direct), voice and mobile services for customers in the fixed/mobile operator ISP, carrier and enterprise sectors

Telia Carrier Service Delivery Coordinators – Content

Service Delivery - Content

All data services for customers in the content and media sectors

Telia Carrier Service Delivery Coordinators – Internal Channel

Service Delivery – Internal Channel

All Indirect Enterprise deliveries for Nordic & Baltic customers globally

