

Data Support (Ethernet, WAN, MPLS/VPLS, Leased Lines)

Initial Contact	Email
Support Desk	datasupport@focus-grp.co.uk
Level One	Email
Jason-Paul Peters	datasupport.escalations@focus-grp.co.uk
Level Two	Email
Networks Operations Manager, Ian Slater	ian.slater@focus-grp.co.uk
Level Three	Email
Head of Network Services, Luke Hunt	luke.hunt@focus-grp.co.uk

VOIP Support Escalation Matrix

Initial Contact	Email
Support Desk	voipsupport@focus-grp.co.uk
Level One	Email
System Support Team Leader Greg Olsen	greg.olsen@focus-grp.co.uk
Level Two	Email
Head of Service & Support Ben Godwin	ben.godwin@focus-grp.co.uk

System Support

Initial Contact	Email
Front Desk	systemsupport@focus-grp.co.uk
Level One	Email
Greg Olsen	greg.olsen@focus-grp.co.uk
Level Two	Email
Head of Service & Support Ben Godwin	ben.godwin@focus-grp.co.uk
Level Three	Email