

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 |