



Neotel Escalation Matrix

For logging calls, queries and complaints with Neotel, please call the Customer Service Operations Centre (SOC) on **080 1111 636 (SA Only)** or **+27 11 585 0652**. Should a service issue not be resolved or satisfactory feedback not given, the issue may be escalated to level 2, 3 and 4 below.

TABLE 1 : Service Issues			
CONTACT	PHONE	EMAIL	TIME
Level 1 Enterprise Service Desk	+27 11 585 0652 080 1111 636	Enterpriseservice@neotel.co.za	Immediate
Level 2 George Mogolotsane Service Desk Manager	+27 11 585 0832 +27 71 852 4972	George.mogolotsane@neotel.co.za	1-hour
Level 3 Kenneth Maphate Senior Manager – Service Assurance	+27 11 585 0466 +27 71 853 0776	Kenneth.maphate@neotel.co.za	2-hours
Level 4 Vinnay Singh GM Service Assurance	+27 11 585 0463 +27 83 800 2171	Vinnay.Singh@neotel.co.za	4-hours

TABLE 2 : Service Management (Where applicable)		
CONTACT	PHONE	EMAIL
Service Manager		
Alan Bode General Manager Service Management	+27 11 585 0215 +27 83 326 7692	Alan.Bode@neotel.co.za