

### Liquid Telecom SA Call Logging and Escalation Matrix

For Incidents, queries and complaints with Liquid Telecom SA, please call the Technical Support Centre (TSC) on **080 1111 636 (SA Only)** or **+27 11 774 0045** or email [EnterpriseService@liquidtelecom.co.za](mailto:EnterpriseService@liquidtelecom.co.za) 24/7 365 days a year.

Should a service issue not be resolved or satisfactory feedback not given, the issue may be escalated to level 2, 3 and 4 below.

**Please make sure when you are logging an incident to supply Service id information (e.g. 027 no).**

**Note: Escalation Matrix for hard down cases – Enterprise Desk**

Name	Level	Designation	Fixed Line	Mobile Line	E-Mail	Time
Enterprise Service Desk	1	First Line	+27(0) 80 111 1636	+27(0) 11 774 0045	<a href="mailto:EnterpriseService@liquidtelecom.co.za">EnterpriseService@liquidtelecom.co.za</a>	Immediate
Kanta Samtani	2	ESD-Shift Manager	+27(0) 11 774 0127		<a href="mailto:Kanta.Samtani@liquidtelecom.co.za">Kanta.Samtani@liquidtelecom.co.za</a>	2-Hours
George Mogolotsane	3	Escalations Manager	+27(0) 11 585 0832	+27(0) 71 852 4972	<a href="mailto:George.Mogolotsane@liquidtelecom.co.za">George.Mogolotsane@liquidtelecom.co.za</a>	4-Hours
Kenneth Maphate	4	Escalations Senior Manager	+27(0) 11 585 0466	+27(0) 71 853 0776	<a href="mailto:Kenneth.Maphate@liquidtelecom.co.za">Kenneth.Maphate@liquidtelecom.co.za</a>	8-Hours

#### Service Management Escalation Matrix

CONTACT	PHONE	EMAIL
Clive Fagan Senior Manager	+27 11 585 1325 +27 71 857 3955	<a href="mailto:Clive.Fagan@liquidtelecom.co.za">Clive.Fagan@liquidtelecom.co.za</a>
Ross James General Manager: Service Management and Retentions	+27 11 585 1359 +27 82 678 5887	<a href="mailto:Ross.James@liquidtelecom.co.za">Ross.James@liquidtelecom.co.za</a>