



MSC Escalation Matrix

Level	Contact	Title	Hours of Escalation	Contact Details
1	Service Desk	Level 1 Support	24*7	E: ServiceDesk@eirevo.ie Ph: 1800 347 386 Option 1 Faults, followed by Option 2 Telco (International:+353 1 7116036)
2	Service Control Team	Service Control	Core Hours (ROI 08:00 – 18:00 Mon – Fri)	E: services@eirevo.ie Ph: 1800 347 386 Option 1 (International:+353 1 7116036) (Request to speak with Service Control)
3	Paul Daly	Service Desk Manager - ROI	Core Hours (ROI 08:00 – 18:00 Mon – Fri)	E: Paul.Daly@eirevo.ie Ph: +353 85 875 5545
3	Noel Breslin	Network & Infrastructure Manager – ROI	Core Hours (ROI 08:00 – 18:00 Mon – Fri)	E: noel.Breslin@eirevo.ie Ph: +353 86 780 7283
3 - OOH	Walter Van De Hal	Service Operations Manager: NZ 24/7	Core Hours (ROI 19:00 – 07:00 Mon – Fri)	E: Walter.VandeHel@eirevo.co.nz Ph: +64 9 8013820
4	James Dzera	Head of Service Operations	Core Hours (ROI 08:00 – 18:00 Mon – Fri)	E: james.Dzera@eirevo.ie Ph: +353 85 219 7815
OOH	Service Desk	Duty Manager	24*7	Ph: 1800 347 386 Option 1 Faults, followed by Option 2 Telco (International:+353 1 7116036) (Request to speak to Duty Manager)