

Orange / Escaux : Incident management Operational contacts

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History

Version	Date	Comment
1.x	2015-2016	old version
2.0	2016-08-31	change escalation matrix

Contact

General Information

Customer Id : 478

Orange :

- **Contact:** Contact is preferred by phone for any incident. Additionally mail exchange will be performed.
 - Orange Incident Coordination
 - Tel: 0800 95 96 2 or Corporate: 080057772
 - Email: IncidentSupport@mail.mobistar.be
 - Availability: 24/7
- **Escalation:**
 - Incident management escalation process can be triggered for example when:
 - The fault is not cleared within the timing defined for the dedicated priority.
 - There has been no positive change in status and no solution is available within the timing defined for the dedicated priority.
 - Standard Incident management can not find the root cause
 - Standard Incident management has no clear planning towards resolution
 - A dead-lock occurs between 2 or more parties in the process
 - How to trigger it ?
 - Incident management escalations are triggered and handled through a single entry contact point: 02/745.96.01.
 - After agreement between Escaux and the incident coordinator that the escalation of the incident is within the given criteria required, the escalation needs to be formally confirmed by the requestor by sending a mail to IncidentSupport@mail.mobistar.be
 - Level 1 Escalation:
 - Command Center Standby (will be escalated by Incident Coordination)
 - BEEP: +32 903 692 02 FR IN BEEP = 652 009
 - Level 2 Escalation:
 - Command Center Manager
 - Walter Van Lancker
 - Mobile: +32 495 55 1625
 - Level 3 Escalation:
 - Director Partner Management
 - Yves Kaiser
 - Mobile: +32 495 55 9198

Escaux

- **Contact:** Contact is preferred by phone for P1 and P2.
 - Escaux Service Team
 - Tel: 02 788 74 70
 - Email: Support@escaux.com
 - Availability: 24/7 (for P1)
 - Code 24/24: 27887879
 - Code Escalation : 27887879

- **Escalation:**
 - Level 1 Escalation:
 - Service Team Leader
 - Tim Vanden Schriek
 - Tel : +32.2.788.7543 (FMU activated)
 - Level 2 Escalation:
 - Operations Director
 - Alexis Carbonnelle
 - email : alexis.carbonnelle@escaux.com
 - Tel : +32.2.788.7558 (FMU activated)
 - Level 3 Escalation:
 - CEO
 - Amaury Demilie
 - email : amaury.demilie@escaux.com
 - Mobile: +32.2.686.09.03 (FMU activated)

Incident notification

Orange defines 3 technical services in their tools. In case of incident on one of this service, Orange will send notification to ESCAUX. No action is required from Escaux at this moment it's just for information. See below an exemple of notification

From: IncidentSupport
Sent: Thursday, 16 January, 2014 09:26
To: Incidents
Subject: [25448410][UPDATE][Mobistar][Incident on SMS]

Dear Customer,

This message is sent by the Incident Support team to keep you informed about the progress of the technical case for which you can find the details below. Please be assured that we will act as soon as possible.

Should you have any questions, please do not hesitate to contact our Business/Corporate Support,

Thank you for your understanding.

Priority	P1 (4h 7/7d 24/24h)
Ticket Number	25448410
Status	UPDATE
Status Comment	Technician dispatched on site to check the machine physically
Technical Impact	Incident on SMS No SMS MO traffic coming from ITP_04.
Customer Impact	Customers might experience issues to send SMS MO
Incident Start	16/01/2014 07:12:45
Est. Time to Repair	16/01/2014 11:00:00

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Meeting

In case a need to improve collaboration or the service level, Orange can contact one of the escalation member of Escaux to plan such of meeting. Escaux will define who are the best persons to join the meeting depending on the agenda and attend such of meeting. All the actions points defined during the meeting will be managed with the right priority.

Attachments 1

This topic: InternalDocs > WebHome > CustomerFiles > CustomerFileOrange(Mobistar) > ContactSupportOrange

Topic revision: