



Operational Contact Card
& Escalation Matrix



Operational Contact Card & Escalation Matrix

1300 000 FDX / 1300 000 339

<p>Service Assurance Focusing on Incidents</p> <p>Mon - Fri 8am to 5pm AEST After hours support all other hours</p> <p>Opt 4, Opt 2.</p> <p>support@fdx.com.au</p>	<p>Service Delivery Focusing on adds, moves & changes for existing customers</p> <p>Mon - Fri 8am to 5pm AEST</p> <p>Opt 3, Opt 2.</p> <p>provisioning@fdx.com.au</p>	<p>Number Management Focusing on port ins and port outs</p> <p>Mon - Fri 8am to 5pm AEST</p> <p>Opt 3, Opt 3.</p> <p>number.manager@fdx.com.au</p>	<p>Billing Focusing on billing and payment enquiries</p> <p>Mon - Fri 8am to 5pm AEST</p> <p>Opt 2.</p> <p>billing@fdx.com.au</p>	<p>Sales & Account Management</p> <p>Mon - Fri 8am to 5pm AEST</p> <p>Opt. 1</p> <p>sales@fdx.com.au</p>
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L1	<p>07 3740 7272 Arturo Senior Operations Centre Engineer</p>	<p>07 3740 7271 Nicola Team Lead Billing Operations</p>	<p>0431 364 281 Brendan Wilson Chief Of Sales</p>	B/H
L2	<p>0403 559 581 Anthony Rizzo Head of Operations</p>			24/7
L3	<p>0499 979 699 Jenna Linton Chief Operations Officer</p>			24/7



Hours of Operation

Hours of Operation – Service Assurance		Priority	Channel	What to expect
Business Support Hours	<p>Our Operations Centre Team are available from 8:30am to 5pm (AEST) Monday through Friday excluding Australian National public holidays.</p> <p>Support outside of these hours is provided via our after-hours process.</p>	Urgent	Phone	Your call will be answered by one of our Operations Centre team members. A ticket will be logged, and our team member will work with you to resolve your issue.
		Non-Urgent	Email	Your email will automatically create a ticket and supply you with a ticket reference via return email. Our Operations Centre Team members will be notified of your ticket and commence our triage process.
After Hours & National Public Holidays	All other hours not included in Business Support Hours above.	Urgent	Phone	<p>Your call will be answered by one of our on-call Operations Centre team members. Our team member will work with you to resolve your issue.</p> <p>Please note that additional charges may apply if no fault is found in the Fone Dynamics network.</p>
		Non-Urgent	Email	Your email will automatically create a ticket and supply you with a ticket reference via return email. Our Operations Centre Team members will be notified of your ticket on the next working day and commence our triage process.