



Clarity Networks Escalation Matrix

Escalation Contacts

1 st Level	Network Operations	noc@claritynetworks.com.au (1) 855-264-2057
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Finance Inquires

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Carrier Relation Managers

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Australia	Dean Rogers	dean@claritynetworks.com.au

Important Distribution Emails

Service Orders	Please contact your respective Account Manager
Non-Impacting	Please contact your respective Account Managers
Break/Fix Service	noc@claritynetworks.com.au
Customer Disputes	Please contact your respective Account Managers
Finance	Finance@claritynetworks.com.au
Rate Notice's	rates@claritynetworks.com.au
Account Balances	finance@claritynetworks.com.au