

Escalation Procedure - Delivery

	1st level	2nd level	3rd level	4th level
Network DE	Project Management +49 40 2999-7697 pmgermany@globalconnect.de	Monika Waltersdorf Customer Care & Operations Manager Germany +49 40 2999-7750 monika.waltersdorf@globalconnect.de	Olaf Stehr Head of Production & Operations Germany +49 40 2999-7684 olaf.stehr@globalconnect.de	
Data Centres	Project Management +49 40 2999-7697 pmgermany@globalconnect.de	Sven Berteit Project Manager Datacenter Germany +49 40 2999-7685 sven.berfeit@globalconnect.de	Brian Pedersen Senior Group Manager, Data Centres +45 31 54 30 29 bpe@globalconnect.dk	Tore Heide Villund Vice President Data Centres +45 31 10 19 35 tore.villund@globalconnect.dk
Outsourcing Services	Outsourcing Project Management ProjectOS@globalconnect.dk	Michael Bisgaard Head of Projects & Solutions +45 81 77 12 82 michael.bisgaard@globalconnect.dk	Johnny Viborg Vice President, Outsourcing Services +45 21 69 01 56 johnny.viborg@globalconnect.dk	

Escalation Procedure - Operations

	1st level	2nd level	3rd level	4th level
Network	<p>OMC (Operation and Maintenance Center) +45 77 30 31 88 OMC@globalconnect.dk</p>	<p>Manager on duty Group Manager, OMC + 45 25 50 72 67 omc-manager@globalconnect.dk</p>	<p>Martin Nielsen Operations Manager Denmark +45 30 70 95 09 mani@globalconnect.dk</p>	<p>Carsten Bryder Head of Operations +45 40 35 74 30 cbr@globalconnect.dk</p>
Data Centres	<p>OMC (Operation and Maintenance Center) +45 77 30 31 88 OMC@globalconnect.dk</p>	<p>Manager on duty Group Manager, OMC + 45 25 50 72 67 omc-manager@globalconnect.dk</p>	<p>Brian Pedersen Senior Group Manager, Data Centres +45 31 10 19 35 tore.villund@globalconnect.dk</p>	<p>Tore Heide Villund Vice President Data Centres +45 31 10 19 35 tore.villund@globalconnect.dk</p>
Outsourcing Services	<p>Outsourcing Services Support +45 70 15 15 26 support@globalconnect.dk</p>	<p>Brian Rosenkrantz Head of Service Desk +45 28 40 40 41 brr@globalconnect.dk</p>	<p>Peter Bram Head of Operations & Infrastructure +45 26 35 26 35 bram@globalconnect.dk</p>	<p>Johnny Viborg Vice President Outsourcing +45 21 69 01 56 johnny.viborg@globalconnect.dk</p>

Escalation Procedure – Contract Management and Billing

	1st level	2nd level	3rd level
All products	CM (Contract Management) +49 40 2999-7672 cmgermany@globalconnect.de	Volker Sievers Financial Controller Germany +49 40 2999-7673 volker.sievers@globalconnect.de	Jacob Kjær CFO +47 404 35 240 jkr@globalconnect.dk