

SERVICE DELIVERY- CUSTOMER ESCALATION PROCESS

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Telia Carrier Service Delivery Coordinators – Operator Delivery

Service Delivery - Operator

All wholesale data and voice services for customers in the operator fixed/mobile and ISP sectors

Telia Carrier Service Delivery Coordinators –

Service Delivery - Content

All data services for customers in the content and media sectors

Telia Carrier Service Delivery PMs - Enterprise

Service Delivery – Enterprise

All data services for enterprise customers globally

