



Eir Business Escalations Matrix

Escalation Level	Name	Role	Contacts
L1	Service Desk Representative	Service Desk	1800 255 255 +353 1 468 8530 (from outside Irl.) servicedesk@eir.ie
L2	Escalations Team	Escalations	1800 255 255 +353 1 468 8530 (from outside Irl.) crcescalations@eir.ie
L3	Michaela Dowd	Operations Manager	085 876 7294 michaela.dowd@eir.ie
L3	Ken Brophy	Operations Manager	085 888 4727 kenneth.brophy@eir.ie
L4	Patsy Sower	Head of Service Operations	085 888 2616 Patsy.sower@eir.ie
Out of Hours*	Service Desk	Duty Manager	1800 701 801 +353 1 711 6004 (from outside Irl.) servicedesk@eir.ie

*To avoid missed escalations outside standard business hours and during periods of absence the above individuals must be contacted via the Service Desk. Mobile numbers to be used only if initial contact has been unsuccessful.