

UNIFI Contact Points

Customer Care – Fault Management

24/7 Contact Centre

Phone: +1 212 845 9095

Phone: +1 212 897 3025

Fax: +1 212 504 8299

Toll Free: +1 888 864 3445

E-mail: noc@unificom.com

E-mail: ops@unificom.com

ESCALATION Time to Escalate

Level 1 2 hour

Roman Faynberg

Phone: +1 212 845 9095 ext 113

Mobile: +1 917 592 0621

E-mail: noc@unificom.com

E-mail: rfaynberg@unificom.com

ESCALATION Time to Escalate

Level 2 4 hours

Brian Shatku

Phone: +1 212 845 9095 ext 112

E-mail: bshatku@unificom.com

ESCALATION Time to Escalate

Level 4 6 hours

Adrian Shatku

E-mail: ashatku@unificom.com

Phone: +1 212 845 9095

ESCALATION Time to Escalate

Level 8 hours or more

Note:

In case of a problem, please send a detailed information about the fault to noc@unificom.com. UNIFI Network Operation Center (NOC) is 24/7 on duty and we will get back to you very shortly.

In case of urgency, you can reach the above mentioned escalation contact points by calling the relevant person. Please follow the escalation time to escalate to reach to the relevant person.

Thank you for your cooperation.

Corporate Headquarters

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