

Communication matrix

During Office Hours (Monday - Friday, 08:30/17:00)

Severity - Purpose	During project phase	Commercial	Maintenance	Technical Support	Finance
1 Primary Contact	pmo.transit@southernhill.nl +31 88 050 1601	sales@southernhill.nl +31 88 050 1601	pwo@southernhill.nl +31 88 050 1601	servicedesk.transit@southernhill.nl +31 88 050 1601	administratie@southernhill.nl +31 88 050 1601
2 Secondary Contact	Peter Stuiver peter.stuiver@southernhill.nl +31 88 050 1601	Erik Hulst erik.hulst@southernhill.nl +31 88 050 1601	noc@southernhill.nl +31 88 050 1601	noc@southernhill.nl +31 88 050 1601	
3 Escalation			+31 88 050 1674	+31 88 050 1674	
4 Escalation to Management	+31 88 050 1671	+31 88 050 1671	+31 88 050 1671	+31 88 050 1671	+31 88 050 1671

Outside Office Hours (Monday - Sunday, 17:00/08:30)

Severity - Purpose	During project phase	Commercial	Maintenance	Technical Support	Finance
1 SPOC	noc@southernhill.nl +31 88 050 1601	sales@southernhill.nl	noc@southernhill.nl +31 88 050 1601	servicedesk.transit@southernhill.nl +31 88 050 1601	
2 Escalation			+31 88 050 1674	+31 88 050 1674	
3 Escalation to Management	+31 88 050 1671	+31 88 050 1671	+31 88 050 1671	+31 88 050 1671	