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		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	