

# Escalation Guide

## Service Delivery










Level	Country	Name	Contact Information
<b>PROJECT MANAGER</b> 	<b>BY COUNTRY</b> Contacto local	Mexico	+52 55 7698 6888
		Guatemala	+502 2317 3300
		El Salvador	+503 2273 9552
		Honduras	+504 2271 0313
		Nicaragua	+505 2274 4706
		Costa Rica	+506 4107 0300
		Panamá	+507 376 0100
		Colombia	+57 1 744 9005
		Ecuador	+59 3 2401 6300
		Perú	+51 9 4961 3709
		Brasil	+55 11 3080 8900
		Paraguay	+595 21 658 7000
Argentina	+54 (11) 3986 7400		
Chile	+56 2 3251 0160		
<b>CTO BY COUNTRY</b> 	GT, MX	Fernando Lemus	jlemus@ufinet.com +502 5908 1788 +502 2317 3328
	SV, HN	Luis Alejandro Hernandez	lhernandezf@ufinet.com +503 7851 4207
	NI	Rigoberto Moreira	ramoreirag@ufinet.com +505 2274 4706 +505 8866 9728
	CR	Rafael Valderrama	rvalderramap@ufinet.com +506 7012 0109 +506 4107 0302
	PA	Robinson Gutiérrez	rgutierrez@ufinet.com +507 6924 7017
	CO, PE	María Isabel Potes	mpotes@ufinet.com +57 1 744 8622 +57 300 208 8787
	CH, AR	Daniel Bardin	dbardin@ufinet.com +569 6488 8059
	EC	Felipe Espinel	fespinela@ufinet.com +59 3 96 818 9845
	BR	Juan Marin	jmarin@ufinet.com +595 21 658 7000 +595 9811 65442
	PY	Juan Lopez	jlopeza@ufinet.com +595 21658 7000 +595 9816 18200
<b>O&amp;M DIRECTOR</b> 	ALL	José Fernando Cáceres	jcaceresg@ufinet.com +57 1 7449005 Ext 63416 +57 311 352 9184
<b>CTO LATAM</b> 	ALL	Juan Carlos Naranjo	jnaranjo@ufinet.com +57 2 3210 381 +57 311 4351490

# Escalation Guide

## Service Assurance






Level	Country	Name	Contact Information
<b>NOC LATAM</b>  0 hours	ALL	NOC Latam	noclatam@ufinet.com +502 2317 3333 +503 2273 6750 +504 2271 0262 +56 228 920150 +593 2 401 6320 01 800 091 0091 (CO)
<b>NOC LATAM COORDINATOR</b>  2 hours	ALL	Alejandro Casasola	ocasasolac@ufinet.com +502 2317 3333 Ext. 41200 +502 5364 3994
<b>NOC LATAM MANAGER</b>  4 hours	ALL	Alejandro Casasola* *Temporary contact	ocasasolac@ufinet.com +502 2317 3333 Ext. 41020 +502 5364 3994
<b>O&amp;M COUNTRY</b>  5 hours	GT	Pedro Orellana	porellana@ufinet.com +502 5908 1617
	CR	Esteban Córdoba	ecordobag@ufinet.com +506 7015 9458
	PA	Carlos Carrión	ccarrionm@ufinet.com +507 6812 2426
	CO	Alberto Luis Salas	asalas@ufinet.com +57 321 808 3437
<b>CTO COUNTRY</b>  6 hours	GT, MX	Fernando Lemus	jlemus@ufinet.com +502 5908 1788 +502 2317 3328
	SV, HN	Luis Alejandro Hernandez	lhernandezf@ufinet.com +503 7851 4207
	NI	Rigoberto Moreira	ramoreirag@ufinet.com +505 2274 4706 +505 8866 9728
	CR	Rafael Valderrama	rvalderramap@ufinet.com +506 7012 0109 +506 4107 0302
	PA	Robinson Gutiérrez	rgutierrez@ufinet.com +507 6924 7017
	CO, PE	María Isabel Potes	mpotes@ufinet.com +57 1 744 8622 +57 300 208 8787
	CH, AR	Daniel Bardin	dbardin@ufinet.com +569 6488 8059
	EC	Felipe Espinel	fespinela@ufinet.com +59 3 96 818 9845 +595 21 658 7000
	BR	Juan Marin	jmarin@ufinet.com +595 9811 65442
	PY	Juan Lopez	jlopeza@ufinet.com +595 21658 7000 +595 9816 18200
<b>O&amp;M DIRECTOR</b>  7 hours	ALL	José Fernando Cáceres	jcaceresg@ufinet.com +57 1 7449005 Ext 63416 +57 311 352 9184
<b>CTO LATAM</b>  8 hours	ALL	Juan Carlos Naranjo	jnaranjo@ufinet.com +57 2 3210 381 +57 311 4351490

# Escalation Guide

## Commercial Department



	Country	Name	Email	Phone	
<b>HEAD OF SALES</b> 	GT	Freddy Álvarez	falvarezg@ufinet.com	+502 5784 4849	
	CR	Lina Valderrama	lvalderramas@ufinet.com	+506 6049 2564	
	MX	José de la Roca	jdelaroca@ufinet.com	+502 5908 1717	
	HN	Marjorie Romero	mromerol@ufinet.com	+504 2271 0313	
	NI	Silvia Díaz	sdiazu@ufinet.com	+505 8866 9870	
	PA	Lisbeth Valenzuela	lvalenzuela@ufinet.com	+507 6615 0430	
	EC	María Cecilia Chávez	mchavezp@ufinet.com	+59 3 2401 6300	
	CO, PE	Mauricio Mora	mmora@ufinet.com	+57 315 367 0577	
	BR	Juan Pablo Garay	jpgaray@ufinet.com	+55 11 97080 1705	
	PY	Jorge Recalde	jrecalde@ufinet.com	+595 985 2 01700	
	CL	Matías Sánchez	msanchezc@ufinet.com	+57 318 716 6712	
	AR	Gustavo Candolfi	gcandolfi@ufinet.com	+54 9 11 5459 0723	
	<b>LOCAL COMMERCIAL MANAGERS</b>	MX, GT, SV, HN	José de la Roca	jdelaroca@ufinet.com	+502 5908 1717
NI, CR, PA		Carlos Barquero	cbarquerop@ufinet.com	+506 6034 3600	
CO, EC, PE		Mauricio Mora	mmora@ufinet.com	+57 315 367 0577	
BR		Juan Pablo Garay	jpgaray@ufinet.com	+55 11 97080 1705	
PY, AR, CL		Alejandro Vargas	avargas@ufinet.com	+57 318 716 6712	
<b>CLUSTER COMMERCIAL MANAGERS</b> 		Alejandro Coyoy	acoyoy@ufinet.com	+507 6400 5231	
<b>COMMERCIAL DIRECTOR</b>	MX	Marco Villascán	mvillascan@ufinet.com	+52 1 55 7665 8772	
	GT	William Aldana	waldana@ufinet.com	+502 5784 4875	
	SV, HN	Leonel Quan	lquan@ufinet.com	+503 7039 0444	
	NI	Ricardo Juárez	rjuarez@ufinet.com	+505 8866 9725	
	CR	Eduardo Palacios	epalacios@ufinet.com	+506 6050 2373	
	PA	José Quintas	jquintas@ufinet.com	+507 6400 5005	
	CO	Iván Sánchez	isanchez@ufinet.com	+57 310 791 8028	
	EC	Carlos Riego	criego@ufinet.com	+593 98 739 0081	
	PE	Juan Luis Guzmán	jlguzman@ufinet.com	+51 949 613 709	
	BR	Alvaro Britto	abritto@ufinet.com	+55 11 99 244 4776	
	PY	Mario Silvestre	masilvestre@ufinet.com	+595 985 109107	
	AR, CL	Ruby Castellanos	rcastellanos@ufinet.com	+56 9 4045 1019	
	<b>COUNTRY MANAGERS</b> 	1st CALL	Gersson Fernández	gfernandezs@ufinet.com	+502 5918 7734
		2nd CALL	Alejandro Coyoy	acoyoy@ufinet.com	+507 6400 5231
	<b>GLOBAL ACCOUNTS</b>				

# Escalation Guide

## Financial Department



Country	Name	Email	Phone
<b>MX, GT</b>	Diego Armas	darmasm@ufinet.com	+502 5493 5776
<b>SV</b>	Elena Romero	eromero@ufinet.com	+503 7603 9224
<b>HN</b>	Indira Arias	iiriam@ufinet.com	+504 9455 0829
<b>NI</b>	Maria Espinoza	mespinoza@ufinet.com	+505 8966 9275
<b>CR</b>	Kenneth Aguilar	kaguilara@ufinet.com	+506 6174 8435
<b>PA</b>	Nathalie Bultron	nbultron@ufinet.com	+507 6489 7908
<b>CO</b>	Dickman Hernandez	dhernandeza@ufinet.com	+57 311 671 6741
<b>PE</b>	Erika Sosa	emsosa@ufinet.com	+57 321 813 8908
<b>EC</b>	Esther Usiña	eusina@ufinet.com	+593 98 721 2532
<b>BR</b>	Felipe Papais	fpapaisx@ufinet.com	+55 800 038 9000
<b>PY</b>	Lorena Araujo	laraujo@ufinet.com	+595 983 596 320
<b>AR</b>	Noelia Baez	nbaez@ufinet.com	+54 9 11 6279 0236
<b>CL</b>	Victor Davila	vdavilad@ufinet.com	+56 9 9271 1195

### BILLING TECHNICIAN



<b>GT, MX</b>	Herber Juarez	hjuareza@ufinet.com	+502 5494 1245
<b>SV</b>	Keyla Irias	kiriasm@ufinet.com	+504 3249 1834
<b>HN</b>	Rosa Rivas	rjivas@ufinet.com	+503 2273 9552
<b>CO</b>	Karen Serrano	kserranor@ufinet.com	+57 321 511 8493
<b>PE</b>	Erika Sosa	emsosa@ufinet.com	+57 321 813 8908
<b>CR</b>	Alejandra Arias	ajimenez@ufinet.com	+506 6100 0480

### BILLING MANAGER



<b>MX, GT, SV, HN</b>	Abner Barahona	arbarahona@ufinet.com	+502 5784 4848
<b>NI</b>	Eveling Sanchez	easancheze@ufinet.com	+505 8866 9850
<b>CR</b>	Martha Perilla	mperillab@ufinet.com	+506 4107 0356
<b>PA</b>	Madai Lezcano	mlezcano@ufinet.com	+507 6400 5015
<b>CO, PE</b>	Jacqueline Hoyos	jhoyos@ufinet.com	+57 312 681 1348
<b>EC</b>	Marisol Padilla	mpadillar@ufinet.com	593 987 284 935
<b>BR</b>	Eduardo Rosemberg	erosemberg@ufinet.com	+55 800 038 9000
<b>AR, CL</b>	Chile Rodrigo de Gatica	rdegaticah@ufinet.com	+56 2 3251 0160
<b>TREASURY</b>	Lourdes Amor	lamor@ufinet.com	+34 680 310 312
<b>GLOBAL CFO</b>	Francisco Vallejo	fjvallejo@ufinet.com	+34 646 241 862

### CFO BY COUNTRY

