

Incident Management Contacts

Ver 2.0 / 10 Nov 2025

	Console Connect and Security Products	Voice/Mobility/IOT Products	All Other Products
Fault Reporting (24x7)			
Portal	app.consoleconnect.com/help/tickets/create	Not available	Not available
Email	support@consoleconnect.com	voicenoc@pccwglobal.com	Globalhelpdesk@pccwglobal.com
Phone	+852 3419 2093	+852 3419 6687 Chinese Language +852 2214 1918	+852 2829 1567
Level 1 Escalation (24x7)			
Contact	Duty Supervisor	Duty Supervisor	Duty Supervisor
Email	supportsupervisor@consoleconnect.com	voicesupervisor@pccwglobal.com	gsocsupervisor@pccwglobal.com
Phone	+852 3419 2095	+852 3419 6686	+852 2883 2338
Level 2 Escalation			
Contact	Sharon Dolor Operations Center Manager	Simon Lee Operations Center Manager	Wah-Wai Tong AVP, Center Operations
Email	sdolor@consoleconnect.com	slee2@pccwglobal.com	wwtong@pccwglobal.com
Phone	+63 92 0908 7124	+852 9086 9188	+852 9029 6106
Level 3 Escalation			
Contact	HM Mak VP Center Operations	HM Mak VP Center Operations	HM Mak VP Center Operations
Email	hmmak@pccwglobal.com	hmmak@pccwglobal.com	hmmak@pccwglobal.com
Phone	+852 6308 5322	+852 6308 5322	+852 6308 5322

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