

# Customer Support Org Structure (raw)

## **Network Engineering**

1. Network Architecture (NA)
  1. Network Architect
2. Network Operations (NOC)
  1. NOC Engineer
3. Technical Helpdesk (THD)
  1. Technical Helpdesk Specialist

## **Roles to be removed/moved:**

1. Social Media Management - move to Marketing
2. Customer Applications - will be forwarded to Marketing after receiving concern
3. Customer Payments / Billing concerns - to be forwarded to Finance

## **Roles to retain:**

1. Customer Frontline Support - includes all platforms for communications concerning Aftersales
2. Customer Communications - center for ALL communications during aftersales (coordinating with Field Engineering, NOC, and Customer)

## **Discussed with Marlon June 8, 2026.**

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