



## CUSTOMER SUPPORT & ESCALATION LIST

Should you need to contact our customer support department for technical assistance, change orders, trouble reporting, billing questions, or emergencies, please use the following:

<b>Customer Support (NOC)</b> 866.460.3503 support@123.net	<b>Important information to have when contacting us:</b> <ul style="list-style-type: none"><li>Company name and/or circuit ID</li><li>Person(s) we should contact back regarding your ticket</li><li>When using email, please indicate if your matter is high priority, or an emergency</li><li>For trouble tickets, please provide on-site contact (name, number, and email address) as well as hours of access</li></ul>
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### Escalation Contacts

	CONTACT	PHONE	EMAIL
<b>1<sup>st</sup> Level Escalation</b>	Rocky Maynard	248.228.8239	rmaynard@123.net
<b>2<sup>nd</sup> Level Escalation</b>	James "JD" Nowlan	248.228.8211	jnowlan@123.net
<b>3<sup>rd</sup> Level Escalation</b>	James Kandler	248.228.8205	jjk@123.net
<b>4<sup>th</sup> Level Escalation</b>	Ryan Duda	248.228.8202	rpd@123.net

### Wireless Services Escalation Contacts

	CONTACT	PHONE	EMAIL
<b>1<sup>st</sup> Level Escalation</b>	Justin Lampman	248.228.8219	jl@123.net
<b>2<sup>nd</sup> Level Escalation</b>	Jim Hart	248.228.8217	jhart@123.net
<b>3<sup>rd</sup> Level Escalation</b>	Ryan Duda	248.228.8202	rpd@123.net

### Billing Escalation Contacts

	CONTACT	PHONE	EMAIL
<b>1<sup>st</sup> Level Escalation</b>	Simona Anton	248.228.8216	santon@123.net
<b>2<sup>nd</sup> Level Escalation</b>	Kyle Rais	248.228.8261	krais@123.net
<b>3<sup>rd</sup> Level Escalation</b>	Stefania Gradinaru	248.228.8206	sgradinaru@123.net

