

## TROUBLE REPORTING & ESCALATION LIST 24x7

Contact **877-263-8638**

Please be sure to provide the following information:

- **Callback Name and Number**
- **Circuit ID of Service Affected**
- **Description of Problem**

*If customer receives no response within an hour, the following escalation contacts should be utilized*

### Ethernet and Internet Services Escalation List

| Level         | Contact           | Title                                      | Contact Number      | Reference Info to Provide                      |
|---------------|-------------------|--------------------------------------------|---------------------|------------------------------------------------|
| <b>Tier 1</b> | <b>DQE NOC</b>    | <b>1st Level Support</b>                   | <b>877-263-8638</b> | <b>Circuit ID &amp; Description of Problem</b> |
| Tier 2        | On Call Engineer  | 2nd Level Support                          | 412-328-2505        | Ticket Number                                  |
| Tier 3        | Patrick Lazorchak | Manager, Network Engineering & IP Services | 412-999-6153        | Ticket Number                                  |
| Tier 4        | Jim Morozzi       | President, CEO                             | 412-393-1205        | Ticket Number & Description of Problem         |

### Dark Fiber Services Escalation List

| Level         | Contact                      | Title                                       | Contact Number               | Reference Info to Provide                      |
|---------------|------------------------------|---------------------------------------------|------------------------------|------------------------------------------------|
| <b>Tier 1</b> | <b>DQE NOC</b>               | <b>1st Level Support</b>                    | <b>877-263-8638</b>          | <b>Circuit ID &amp; Description of Problem</b> |
| Tier 2        | On Call Engineer             | 2nd Level Support                           | 412-353-3782                 | Ticket Number                                  |
| Tier 3        | Tom Neugebauer<br>Chris Hays | Operations Manager<br>Mgr, Network Planning | 412-667-1229<br>412-667-9370 | Ticket Number                                  |
| Tier 4        | Shawn Blanner                | Director of Operations                      | 412-297-9557                 | Ticket Number                                  |
| Tier 5        | Jim Morozzi                  | President, CEO                              | 412-393-1205                 | Ticket Number & Description of Problem         |

*Customer will receive a call back within 1 hour of repair ticket entry.*

*If a response is not received within 1 hour, please escalate per the above escalation list.*