

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
Tier 1	DQE NOC	1st Level Support	877-263-8638	Circuit ID & Description of Problem
Tier 2	On Call Engineer	2nd Level Support	412-328-2505	Ticket Number
Tier 3	Paul McGinn	Supervisor, Network & IP Engineering	412-759-2510	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
Tier 1	DQE NOC	1st Level Support	877-263-8638	Circuit ID & Description of Problem
Tier 2	On Call Engineer	2nd Level Support	412-353-3782	Ticket Number
Tier 3	Tom Neugebauer Chris Hays	Operations Manager Mgr, Network Planning	412-667-1229 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.