

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**
- **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	412-328-2504	Ticket Number
Tier 3	Mike Schmitt	Supervisor, Fiber Optic Services	412-491-5995	Ticket Number
	Bill Scanga	Supervisor, IP Services	412-417-6010	
Tier 4	Paul McGinn	Sr. Manager, IP Services	412-759-2510	Ticket Number
Tier 5	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	Operations Manager	412-667-1229	Ticket Number
	Chris Hays	Mgr, Network Planning	412-667-9370	
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.