# Nitel Escalation Lists

*Committed to a higher level of service*

## Sales Escalation

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| --- |
| 1st Level |
| Regional Channel Director - Rich Fisher  | Phone:773-661-5565e-mail:rfisher@nitelusa.com |
| 2nd Level |
| Regional Vice President of Sales – Kenneth Knapp | Phone: 773-661-5542e-mail: kknapp@nitelusa.com |
| 3rd Level |
| Taylor CastranovaVP Sales & Account Development | Phone: 872.215.5806e-mail: tcastranova@nitelusa.com |
| 4th Level |
| Jason DishonEVP Sales and Marketing | Phone: 773-770-1353Cell: 865.740.1837e-mail: jdishon@nitelusa.com |

## Account Relations Manager Escalation

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| 1st Level |
| Account Manager – depends on the account:Contact Rich Fisher | e-mail: |
| 2nd Level |
| Ray CowleyDirector of Customer Service | Phone: 773.770.1381e-mail: rcowley@nitelusa.com |
| 3rd Level |
| Nate JamesVice President Account Management | Phone: 888.450.2100Cell: 407.924.6089e-mail: njames@nitelusa.com  |

## Service Delivery Escalation

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| 1st Level |
| Project Coordinator – depends on the account:Contact Rich Fisher | Phone:e-mail: |
| 2nd Level |
| Susan Weekly - Service Delivery Manager | Phone: 773-892-1113e-mail: sweekly@nitelusa.com |
| 3rd Level |
| Andy PupiusDirector of Service Delivery | Phone: 773.661.5562e-mail: apupius@nitelusa.com |
| 4th Level |
| Jim McCabeSr. Vice President of Operations | Phone: 773.770.1359e-mail: jmccabe@nitelusa.com  |

## Customer Accounting Escalation

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| 1st Level |
| Billing Department | Phone: 773.529.6300e-mail: billing@nitelusa.com |
| 2nd Level |
| Nick MusinskiCustomer Accounting Manager | Phone: 773.770.1381e-mail: nmusinski@nitelusa.com  |
| 3rd Level |
| Anna KlemmDirector of Customer Accounting | Phone: 773.661.5540e-mail: aklemm@nitelusa.com  |

# Network Operations Center

Nitel’s 24x7 network operations center stands ready to help with any service affecting issues.
Contact them via phone, e-mail or on the web.

866.892.0915
noc@nitelusa.com
http://mynitel.nitelusa.com

## Severity Definitions

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Severity 1 (Highest) |  |  | Severity 1 | Severity 2 | Severity 3 | Severity 4 |
| Critical network failure |  | Tech on duty | Immediate | Immediate | Immediate | Immediate |
| Entire network or systems down or inoperative |  | Sr. Tech on duty | 1 hour | 4 hours | 48 hours | As needed |
| Service affecting event – severe business impact |  | NOC manager | 4 hours | 16 hours | As needed | As needed |
| Continuous network performance impairment |  | Vice President | 12 hours | 48 hours | As needed | As needed |
| Severity 2 (High) |  |  |  |  |  |  |
| Significant network degradation |  |  |  |  |  |  |
| Service affecting – business impact |  |  |  |  |  |  |
| Severity 3 (Normal) |  |  |  |  |  |  |
| Minor network or system event/impairment |  |  |  |  |  |  |
| Service affecting – minimal business impact |  |  |  |  |  |  |
| Low priority |  |  |  |  |  |  |
| Severity 4 (Low) |  |  |  |  |  |  |
| Passive network or system issue/event |  |  |  |  |  |  |
| Configuration and design |  |  |  |  |  |  |
| General question |  |  |  |  |  |  |
| Change control |  |  |  |  |  |  |

## NOC Escalation

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| --- |
| 1st Level |
| Technician on Duty | Phone: 866.892.0915e-mail: noc@nitelusa.comweb: mynitel.nitelusa.com |
| 2nd Level |
| Sr. Technician on Duty | Phone: 866.892.0915e-mail: noc@nitelusa.comweb: mynitel.nitelusa.com |
| 3rd Level |
| Chris PetruniakNOC Director | Phone: 773.661.5573e-mail: cpetruniak@nitelusa.com |
| 4th Level |
| Lawrence EdmondSVP Network Engineering  | Phone: 773.364.3189Mobile: 219.798.6414e-mail: ledmond@nitelusa.com |