# Nitel Escalation Lists

*Committed to a higher level of service*

## Sales Escalation

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

## Account Relations Manager Escalation

|  |  |
| --- | --- |
| 1st Level | |
| Account Manager – depends on the account:  Contact Rich Fisher | e-mail: |
| 2nd Level | |
| Ray Cowley  Director of Customer Service | Phone: 773.770.1381  e-mail: rcowley@nitelusa.com |
| 3rd Level | |
| Nate James  Vice President Account Management | Phone: 888.450.2100  Cell: 407.924.6089  e-mail: [njames@nitelusa.com](mailto:njames@nitelusa.com) |

## Service Delivery Escalation

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

## Customer Accounting Escalation

|  |  |
| --- | --- |
| 1st Level | |
| Billing Department | Phone: 773.529.6300  e-mail: [billing@nitelusa.com](mailto:billing@nitelusa.com) |
| 2nd Level | |
| Nick Musinski  Customer Accounting Manager | Phone: 773.770.1381  e-mail: [nmusinski@nitelusa.com](mailto:nmusinski@nitelusa.com) |
| 3rd Level | |
| Anna Klemm  Director of Customer Accounting | Phone: 773.661.5540  e-mail: [aklemm@nitelusa.com](mailto: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

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