

Support Contact Escalation Sheet

Technical Support / Repair	
Repair Center / Network Operations Available 24 x 7 <ul style="list-style-type: none"> • Equipment repair • Service disruptions • Service degradation 	support@o1.com Creates a trouble ticket with automatic confirmation. 888.444.1111 , option 2 Please provide affected location, telephone numbers and after hours contact number.
Network Operations Center, Lead Desk Days 8:00am - 5:00pm (PST)	Sonny Dotson Desk: 916.233.4978, Mobile: 916.826.4629 Email: sdotson@o1.com
Network Operations Center, Lead Desk Evenings 2:00pm - 10:00pm (PST)	Tom Sawyer Desk: 916.554.2125, Mobile: 916.230.1047 Email: tsawyer@o1.com
Network Operations Center, Manager	David DiLeo Desk: 916.233.2147, Mobile: 916.730.9405 Email: ddileo@o1.com
Technical Support, Manager	Surya Gautam Desk: 916.554.2124, Mobile: 916.801.3974 Email: sgautam@o1.com
Director of Operations	Mike Pote Desk: 916.554.2153, Mobile: 916.607.5446 Email: mpote@o1.com
Chief Technology Officer, Vice President	Shavinder Singh Desk: 916.554.2166, Mobile: 916.420.5812 Email: ssingh@o1.com
Customer Support / Billing	
Customer Support department Post-installation questions regarding billing and payments by telephone	cs@o1.com 888.444.1111, option 3
Customer Service Manager	Rodolfo Marquez Desk: 916.233.4313, Mobile: 916.267.1227 Email: rmarquez@o1.com
Customer Care Senior Manager	George Bettencourt Desk: 916.233.4321, Mobile: 916.257.4631 Email: gbettencourt@o1.com