



Enterprise Support-Escalation Sheet

Thank you for choosing O1

We want to ensure your business receives the highest quality customer service. This document provides information on how to get support for various service issues and account inquiries.

O1 Service Support

Follow the steps listed below for service outages/degradation, or to request moves, adds and changes. O1's Network Operations Center is monitored and staffed 24x7.

1. Contact O1 to report the service issue

- By telephone, call 888.444.1111, option 2 to speak to an agent and generate a service ticket. Callers will be provided with a reference number.
- By email, contact support@o1.com to open a new service issue and automatically generate a service ticket.

2. Provide O1 with service issue details

- Address of impacted facility
- Telephone numbers affected
- After hours call back number

Support escalation contacts provided on back

O1 Service Adds, Moves and Changes

Customer Account Manager

Jill Howell

Desk: 916.233.4988 Mobile: 916.834.1549

Email: jhowell@o1.com

O1 Billing Support

For post-installation questions regarding billing and payments by telephone, please contact O1's Customer Care Department.

- Toll Free: 888.444.1111, option 3, Email: cs@o1.com

Billing Escalation Contacts:

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: 916.233.4321

Email: gbettencourt@o1.com



Contact Support-Escalation Sheet

Service Requests	
<p>Service for O1 Voice & Data: Repair Center / Network Operations Available 24 x 7</p> <ul style="list-style-type: none"> • Equipment Repair • Service Disruptions • Service degradation 	<p>E-Mail support@o1.com Creates a trouble ticket and automatically sends you an e-mail confirmation.</p> <p>Call Toll Free 888.444.1111, option 2</p>
Service Escalation Contacts	
<p>Network Operations Center, Lead Desk Days 8:00am - 5:00pm (PST)</p>	<p>Sonny Dotson Desk: 916.233.4978, Mobile: 916.826.4629 Email: sdotson@o1.com</p>
<p>Network Operations Center, Lead Desk Evenings 2:00pm - 10:00pm (PST)</p>	<p>Tom Sawyer Desk: 916.554.2125, Mobile: 916.230.1047 Email: tsawyer@o1.com</p>
<p>Network Operations Center, Manager</p>	<p>David DiLeo Desk: 916.233.2147 Mobile: 916.730.9405 Email: ddileo@o1.com</p>
<p>Fault Management, Manager</p>	<p>Prateek Sangal Desk: 916.233.4989 Email: psangal@o1.com</p>
<p>Director of Operations</p>	<p>Mike Pote Desk: 916.554.2153, Mobile: 916.607.5446 Email: mpote@o1.com</p>
<p>Chief Technology Officer, Vice President</p>	<p>Shavinder Singh Desk: 916.554.2166, Mobile: 916.420.5812 Email: ssingh@o1.com</p>