



Post-Installation Service Support

If you are experiencing service difficulties, please contact Segra's 24/7 NOC at 1-800-277-4105 and reference your Segra Circuit ID. The NOC team is available 24hours a day to assist you with any service issues and should be your first call to ensure prompt service issue resolution.

INITIAL REPORTING FOR SERVICE ISSUES

Segra NOC

AVAILABLE 24 HOURS A DAY

1-800-277-4105

| Escalation Contacts | | | | |
|---------------------|-------------------------------------|---------------|----------------|--|
| LEVEL | ROLE | NAME | TELEPHONE | EMAIL |
| 1 | Support Analyst | Analyst | (833) 467-3472 | Reply via Ticket (preferred) or Phone Call |
| 2 | Shift Manager | Manager | (800) 304-1498 | |
| 3 | Manager, Service Assurance | Manager | (844) 984-3245 | |
| 4 | Director, Network Operations Center | Jason Hobbs | (888) 696-0408 | jason.hobbs@segra.com |
| 5 | Vice President, Service Assurance | Jeff Wendling | (888) 8461072 | jeffrey.wendling@segra.com |