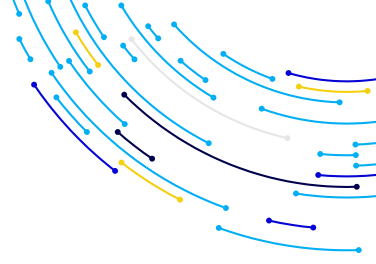


Carrier Escalation Lists



While we don't anticipate any problems, we have a system in place in case something goes awry.

Sales

Level	Name	Title	Phone	Email
1	Paul Bodziach	Director, Carrier Sales	412.215.2468	paul.bodziach@segrafiber.com
1	Debbie Grasso	Managing Director, Wireline Networks	515.443.6066	debra.grasso@segrafiber.com
2	Dave Kamphuis	Vice President, Carrier Sales	919.805.4949	david.kamphuis@segrafiber.com
3	Jay Clark	Sr. Vice President, Carrier Services	404.808.7482	jay.clark@segrafiber.com

Billing

Level	Name	Title	Phone	Email
1		Carrier Support Specialist		carriersalessupport@segrafiber.com
2	Nicole Baska	Carrier Sales Support Manager	540.280.1662	nicole.baska@segrafiber.com
3	Dave Kamphuis	Vice President, Carrier Sales	919.805.4949	david.kamphuis@segrafiber.com
Trouble Ticket Credits: SegraCarrierDisputeTeam@segrafiber.com				

Service Delivery

Level	Name	Region	Email	Cell #
1	Chase Cheshire Manager, Project Management	Mid Atlantic & Southeast <i>GA, MD, NC, OH, PA, SC, VA, WV</i>	chase.cheshire@segrafiber.com	540.535.8269
1	Tim Davis Manager, Project Management	North & West <i>CO, IA, IL, KS, MO, NE</i>	timothy.davisii@segrafiber.com	816.708.8294
1	Travis Hatcher Manager, Project Management	South <i>AR, AZ, NM, OK, TX</i>	travis.hatcher@segrafiber.com	816.490.2013
2	Dan Murray Director, Project Management	All Regions	dan.murray@segrafiber.com	816.206.6500
3	Cheryl Thibodeaux VP, Project Management	All Regions	cheryl.thibodeaux@segrafiber.com	803.587.0646
4	Kelly Ayars SVP, Business Integration & Data Management	All Regions	kelly.ayars@segrafiber.com	816.286.5954

Post Installation

If you experiencing service difficulties, please contact Segra's 24x7 NOC at 1.800.277.4105 and reference your Segra Circuit ID. The NOC team is available 24 hours a day to assist you with any service issues and should be your first call to ensure prompt service issue resolution.

Level	Name	Title	Phone	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@segrafiber.com
5	Vice President, Service Assurance	Jeff Wendling	888.846.1072	jeffrey.wendling@segrafiber.com