



Contact Support Escalation Sheet

Support Requests

All support requests are managed by our Network Operations Center.

- **Telephone:** 888.319.PEER (7337) or 916.235.2600
- **Email:** peersupport@o1.com

Sending an email to Peer Support will automatically generate a response and notify all staff on duty 24x7.

Include the following information in your email:

- Company Name.
- Contact name and number, including secondary number or NOC number.
- Detailed description of the service issue. Please include calling to/from numbers, if available.

Escalation Contacts

O1 Communications' mission is to provide our customers with the highest quality service. If you are not receiving the level of service you expect, please escalate your service issue by contacting our support management personnel in the order listed below.

30 Minutes, First Level

O1 Peer Support
peersupport@o1.com

888.319.7337 or 916.235.2600

60 Minutes, Second Level

Kevin Jenkins . NOC Lead Technician
kjenkins@o1.com

Office: 916.235.2037

90 Minutes, Third Level

Craig Branson . NetOps Manager
cbranson@o1.com

Office: 916.235.2076 Mobile: 916.390.0905

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Specifications subject to change without notice.