



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 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- <i>NOC Lead Technician</i> kjenkins@o1.com	Office: 916.235.2037
90 Minutes, Third Level	
Craig Branson - <i>NOC Supervisor</i> cbranson@o1.com	Office: 916.235.2076 Mobile: 916.390-0905
120 Minutes, Fourth Level	
Brad Jenkins - <i>Chief Executive Officer</i> bjenkins@o1.com	Office: 916.235.2011 Mobile: 916.889.7000