

Escalation Process

Technical Support – Network Operations Center

Direct access to troubleshooting teams for service issues during and after business hours.

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| Level 1 | Network Operations Center 888.343.8015 noc@gpcom.com To escalate a ticket, please contact the NOC. You will receive a call back from Level 2. |
| Level 2 | Chris Wardman – Sr. Manager of Network Operations 402.456.6480 402.620.1892 cwardman@gpcom.com |
| Level 3 | Janelle Allison – Chief Service Delivery Officer 402.456.6431 402.533.3282 jallison@gpcom.com |

Billing & Customer Service

Contacts for billing and account questions, account charges and general information.

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| Level 1 | Business Customer Response Center 888.343.8014 businesscare@gpcom.com |
| Level 2 | Tylar Briscoe – Customer Response Business Manager 402.456.6524 |
| Level 3 | Natascha Nething-Radnor – Director, Customer Service 402.456.6544 |

Service Implementation & Turn Up

Project management for new order implementation, scheduling, status updates and communication up to the final installation of services.

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| Level 1 | Project Management Office PMO@gpcom.com For the best service, contact the project manager listed in your welcome letter. If you're unsure who that is, any of our project managers can assist you. |
| Level 2 | Tim Chaffins – Manager of PMO 402.456.6436 tchaffins@gpcom.com |
| Level 3 | Janelle Allison – Chief Service Delivery Officer 402.456.6431 402.533.3282 jallison@gpcom.com |