

# Escalation Process

## Technical Support – Network Operations Center

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

<b>Level 1</b>	<b>Network Operations Center</b> 888.343.8015   noc@gpcom.com
	To escalate a ticket, please contact the NOC. You will receive a call back from Level 2.
<b>Level 2</b>	<b>Chris Wardman</b> – Sr. Manager of Network Operations 402.456.6480   402.620.1892   cwardman@gpcom.com
<b>Level 3</b>	<b>Janelle Allison</b> – 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.

<b>Level 1</b>	<b>Business Customer Response Center</b> 888.343.8014   businesscare@gpcom.com
<b>Level 2</b>	<b>Tylar Briscoe</b> – Customer Response Business Manager 402.456.6524
<b>Level 3</b>	<b>Natascha Nething-Radnor</b> – 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.

<b>Level 1</b>	<b>Project Management Office</b> 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.
<b>Level 2</b>	<b>Tim Chaffins</b> – Manager of PMO 402.456.6436   tchaffins@gpcom.com
<b>Level 3</b>	<b>Janelle Allison</b> – Chief Service Delivery Officer 402.456.6431   402.533.3282   jallison@gpcom.com