

Support

SERVICE DELIVERY ESCALATION LIST

1 st Level	Assigned Project Manager	
2 nd Level	Manager Project Management	servicedeliveryescalations@segra.com
3 rd Level	Cheryl Thibodeaux Director, Project Management	O: 803.995.8555 C: 803.587.0646 cheryl.thibodeaux@segra.com

ENTERPRISE REPAIR ESCALATION LIST (CNOC)

MONDAY - FRIDAY		
1 st Level	On-Duty Technical Support Analyst	1.833.467.3472 (option 2)
2 nd Level	On-Duty (7 a.m.- 12 a.m.) Enterprise Repair Escalations Manager	800.304.1498
3 rd Level	Andrea Redfern Sr. Manager, Voice	800.304.0320 andrea.redfern@segra.com
3 rd Level	Scott Dunham Sr. Manager, Elite CNOC	844.733.4318 scott.dunham@segra.com
4 th Level	Fred Christian Sr. Director, Enterprise Repair	888.696.0408 fred.christian@segra.com
SATURDAY - SUNDAY		
1 st Level	On-Duty Technical Support Analyst	1.833.467.3472 (option 2)
2 nd Level	On-Duty Enterprise Repair Escalation Manager	800.304.1498
3 rd Level	Fred Christian Sr. Director, Enterprise Repair	888.696.0408 fred.christian@segra.com