



## CLIENT ESCALATION LIST

All initial service requests should be initiated with the Expedient Operations Support Center (OSC) by phone or e-mail. You may request escalation by phone to the OSC or you can contact a member of the escalation team directly, if necessary. A case number will be provided upon your initial communication with the Operations Support Center and is necessary for request tracking. Please be prepared to provide the case number associated with your request when contacting a member of the escalation team. If you do not reach a live individual at a particular level, please go to the next level. Please allow 30 minutes for a follow up response after speaking with a live member of the escalation team before going to the next level.

Escalation Level	Name	Title	Office Phone	Cell Phone	Email
Initial Report	OSC	Analysts / Technicians / Engineers	888.227.9400	Not Applicable	<a href="mailto:service-request@expedient.com">service-request@expedient.com</a>
1st Level	On Call Supervisor	Supervisor Escalation Hotline	866.313.3300	Not Applicable	Not Applicable
2nd Level	Matt Pippenger	Manager	317.805.3748	317.409.5150	<a href="mailto:matt.pippenger@expedient.com">matt.pippenger@expedient.com</a>
	Mike Quertinmont	Manager	412.316.2827	412.225.6856	<a href="mailto:mike.quertinmont@expedient.com">mike.quertinmont@expedient.com</a>
3rd Level	Dan Bechtold	Technical Resolution Manager	614.246.0153	412.613.9553	<a href="mailto:dan.bechtold@expedient.com">dan.bechtold@expedient.com</a>
4th Level	Andrew Rice	Client Care Manager	412.316.2867	412.983.7423	<a href="mailto:andrew.rice@expedient.com">andrew.rice@expedient.com</a>
	Bill Urbanczyk	Client Care Manager	317.805.3754	317.340.8547	<a href="mailto:bill.urbanczyk@expedient.com">bill.urbanczyk@expedient.com</a>
	Dallas Yuhasz	Client Care Manager	412.316.2849	412.983.0569	<a href="mailto:dallas.yuhasz@expedient.com">dallas.yuhasz@expedient.com</a>
	Mike Frankito	Client Care Manager	216.373.8501	216.856.0772	<a href="mailto:michael.frankito@expedient.com">michael.frankito@expedient.com</a>
	Richard Weise	Senior Client Care Manager	412.316.2852	412.347.1785	<a href="mailto:richard.weise@expedient.com">richard.weise@expedient.com</a>
5th Level	Leslie Gubish	Manager of Client Care	412.316.2894	724.448.7420	<a href="mailto:leslie.gubish@expedient.com">leslie.gubish@expedient.com</a>
6th Level	Justin Grau	Senior Manager	410.209.6727	410.274.1576	<a href="mailto:justin.grau@expedient.com">justin.grau@expedient.com</a>
7th Level	Philip Stockmal	Director	412.316.1049	412.417.2450	<a href="mailto:philip.stockmal@expedient.com">philip.stockmal@expedient.com</a>
8th Level	Jonathan Rosenson	SVP, Chief Operating Officer	412.316.7812	412.596.9322	<a href="mailto:jon.rosenson@expedient.com">jon.rosenson@expedient.com</a>
9th Level	Ken Hill	SVP, Chief Technical Officer	412.316.2803	412.417.2377	<a href="mailto:ken.hill@expedient.com">ken.hill@expedient.com</a>
10th Level	Shawn McGorry	President, Chief Executive Officer	412.316.7802	412.965.0046	<a href="mailto:shawn.mcgorry@expedient.com">shawn.mcgorry@expedient.com</a>