



## Escalation Contacts: Commercial NOC

### 1st Level Escalation

**Commercial NOC - 24/7/365**

**888-317-0488 Opt 1**

[CommercialNOC@astound.com](mailto:CommercialNOC@astound.com)

**Niko Voletto, Lead, Commercial NOC**

**0-60 Minutes**

### 2nd Level Escalation

**Mike Kelly, Supervisor, Commercial NOC - 24/7**

**570-855-6921 (cell)**

[michael.kelly@astound.com](mailto:michael.kelly@astound.com)

**Christina Cooper, Supervisor, Commercial NOC - 24/7**

**805-305-3121 (cell)**

[chrissy.cooper@astound.com](mailto:chrissy.cooper@astound.com)

**60-90 Minutes**

### 3rd Level Escalation

**Kristopher Johnson, Sr. Manager, Commercial NOC - 24/7**

**425-240-4970 (cell)**

[kristopher.johnson@astound.com](mailto:kristopher.johnson@astound.com)

**90-120 Minutes**

### 4th Level Escalation

**Mike Mayernik, Senior Director, Network Operations/Service Delivery**

**484-773-2510 (cell)**

[Mike.Mayernik@astound.com](mailto:Mike.Mayernik@astound.com)

**120-140 Minutes**

### 5th Level Escalation

**Jason Nealis Senior Vice President Engineer and Technical Operations**

**301-531-2040**

[jason.nealis@astound.com](mailto:jason.nealis@astound.com)

**140+ Minutes**