



Escalation List

Level 1

PNG NOC

Office (513) 645-4984

networkops@pngmail.com

Note: NOC voicemail is forwarded to the tech on duty for weekend coverage. If an emergency, leave a message and the tech will call back immediately.

Level 2

James Smith (Senior Technician)

Office (513) 645-4809

Cell (513) 543-3069

Level 3

Rick Kohel (Senior Network Engineer)

Office (513) 645-4827

Cell (513) 260-4202

Level 4

Greg Hofferbert (Director)

Office (513) 645-4826

Cell (513) 260-6155

Level 5

Dan Benedict (Chief Technical Officer)

Office (513) 645-5015

Cell (513) 543-3005

Cincinnati Time Warner collocate

(Note: this location is unmanned, the tech will only be there if working on a specific problem)

(513) 645-1001

(513) 645-1007

Cincinnati Level3 collocate

(Note: this location is unmanned, the tech will only be there if working on a specific problem)

(513) 721-2426