



Escalation Contacts: Commercial NOC

1st Level Escalation

Commercial NOC - 24/7/365

888-317-0488 Opt 1

CommercialNOC@astound.com

Britt Coleman & Niko Voletto, Lead, Commercial NOC

2nd Level Escalation

Mike Kelly, Manager, Commercial NOC - 24/7 | Eastern Time

570-855-6921 (cell)

michael.kelly@astound.com

Jose Mendez, Manager, Commercial NOC - 24/7 | Central Time

512-878-5443 (cell)

jose.mendez@astound.com

3rd Level Escalation

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

425-240-4970 (cell)

kristopher.johnson@astound.com

4th Level Escalation

Mike Mayernik, Senior Director, Network Operations/Service Delivery

484-773-2510 (cell)

Mike.Mayernik@astound.com