



Technology Solutions, Delivered with Care

# Customer Support Escalation List

Thank you for choosing Access One. Please save this document, and reference it if you need to escalate support. You may also distribute copies to others who are authorized and responsible for your organization's telephone services.

For service issues or questions, please contact the Service Management Team at 800-804-8333.

## 1st Level Escalation - Customer Care

Joanne Graczyk - Customer Care Team Lead

(D) 312-441-9970

[jgraczyk@accessoneinc.com](mailto:jgraczyk@accessoneinc.com)

## 2nd Level Escalation - Customer Care

Lori VanDyke - Sr. Manager of Customer Care

(D) 312-441-9912

[lvandyke@accessoneinc.com](mailto:lvandyke@accessoneinc.com)

## 2nd Level Escalation - Network Operations Center

Jon Baumhart - Sr. Manager of Network Operations

(D) 312-441-9689

(M) 312-888-4571

[jbaumhart@accessoneinc.com](mailto:jbaumhart@accessoneinc.com)

## 3rd Level Escalation - Network Operations Center

Steve Warren - Director of Network Services

(D) 312-441-9960

(M) 773-349-8660

[swarren@accessoneinc.com](mailto:swarren@accessoneinc.com)

## 4th Level Escalation - Operations

Rick Wagner - VP of Customer Operations & Engineering

(D) 312-441-9954

(M) 312-515-7824

[rwagner@accessoneinc.com](mailto:rwagner@accessoneinc.com)

After business hours, contact 800-804-8333. The afterhours recording will direct your call to the 24-hour NOC Center.

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