



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

Jim Fox - Senior Representative Service Provisioning

(D) 312-441-9951

jfox@accessoneinc.com

1st Level Escalation

Jashia Lewis - Senior Representative Order Management

(D) 312-441-9951

jlewis@accessoneinc.com

2nd Level Escalation

Neil Yoke - Manager of Service Provisioning

(D) 312-441-9917

nyoke@accessoneinc.com

3rd Level Escalation

Jennifer Weller - VP of Installations

(D) 312-441-9665

jweller@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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