



Technology Solutions, Delivered with Care

Customer Support Escalation List

Thank you for choosing Access One, Inc. This memo has been supplied to you for reference, in the event service assistance on your account is needed. Please keep this contact list readily available. You may even select to distribute a copy to other people in your organization who are authorized and responsible for your telephone service.

For Install Issues or Questions: Service Delivery Team 800-804-8333

1st Level Escalation – Service Provisioning:

Jim Fox – Service Provisioning – Team Lead
(D) 312-441-9951

jfox@accessoneinc.com

1st Level Escalation Project Management:

Kathy Nelson – Project Management – Team Lead
(D) 312-441-9934

knelson@accessoneinc.com

2nd Level Escalation:

Jennifer Weller – VP of Service Delivery
(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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