



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

2nd Level Escalation - Customer Care

Lori VanDyke - Sr. Manager of Customer Care

(D) 312-441-9912

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

3rd Level Escalation - Network Operations Center

Steve Warren - Director of Network Services

(D) 312-441-9960

(M) 773-349-8660

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

4th Level Escalation - Customer Care

Nicki Watson - VP of Client Engagement

(D) 312-441-9984

(M) 708-439-1411

nwatson@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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