

Client Support Escalation List - Business Hours

Thank you for choosing Access One. Please save this document, and reference it if you need to escalate support. For service issues or questions, please contact the Service Management Team at 800-804-8333.

1st Level

TOM WINECKI, NOC Team Lead

(D) 312-441-9964

twinecki@accessoneinc.com

2nd Level

LUIS GUERRERO, NOC Supervisor

(D) 312-441-9963

lguerrero@accessoneinc.com

3rd Level

BLAKE WEHLAGE, Director of MSP Support

(D) 312-441-9346

bwehlage@accessoneinc.com

4th Level

ENZO SCAFIDI, Vice President of Technology Solutions

(D) 312-441-9211

escafidi@accessoneinc.com

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