



Repair and Escalation Matrix

Commercial Services

Contact ITAC Support & Trouble Reporting at 888.411.1175 and customer.support@lingo.com

Trouble reporting guidelines:

Priority	Definition	Information Required
1	Out of service	Company name Contact name
2	Partial/Intermittent Service Outage	Customer ticket number Call-back number Telephone number impacted
3	Quality	Call example information, including origination & termination numbers Description of the problem
4	Non-Service Affecting	Any testing you may have performed Approximate time the impairment occurred (GMT if available)

Escalations:

Level	Role	Name	Phone	Email
1	Customer Support	--	888.411.1175	itacommercial@impacttelecom.com
2	Senior Manager, ITAC	Bill Reichert	248.784.2575 Cell: 303.518.7740	Bill.reichert@lingo.com
3	Senior Director, Service Assurance	Daniel Ossa	248.784.2575 Cell: 517.518.2418	dossa@bullseyetelecom.com
4	Vice President, Client Services	Grant Williams	470.401.0047 Cell: 813.830.1600	grant.wiliams@lingo.com