

TROUBLE REPORTING & ESCALATION LIST

877-263-8638

Please be sure to provide the following information when contacting DQE:

*Callback Name and Number

*Circuit ID of Service Affected

*Description of Problem

*For immediate assistance, customer should utilize the Contact Number
 If customer receives no response within an hour, the following escalation contacts should be utilized*

Ethernet and Internet Services Escalation List

Level	Contact	Title	Contact Number	Emails
Tier 1	DQE NOC	1st Level Support	877-263-8638	Support@dqe.com
Tier 2	On Call Engineer	2nd Level Support	412-328-2504	Support@dqe.com
Tier 3	Mike Schmitt	Supervisor, Fiber Optic Services	412-491-5995	mschmitt@dqe.com
	Bill Scanga	Supervisor, IP Services	412-417-6010	bscanga@dqe.com
Tier 4	Paul McGinn	Director, IP Services	412-759-2510	pmcginn@dqe.com
Tier 5	Mike Sicoli	CEO	412-393-1011	msicoli@dqe.com

Dark Fiber Services Escalation List

Level	Contact	Title	Contact Number	Emails
Tier 1	DQE NOC	1st Level Support	877-263-8638	Support@dqe.com
Tier 2	On Call Engineer	2nd Level Support	412-353-3782	Support@dqe.com
Tier 3	Tom Neugebauer	Operations Manager	412-667-1229	tneugebauer@dqe.com
	Chris Hays	Sr. Mgr, Network Planning	412-667-9370	chays@dqe.com
Tier 4	Shawn Blanner	Director of Operations	412-297-9557	sblanner@dqe.com
Tier 5	Mike Sicoli	CEO	412-393-1011	msicoli@dqe.com

Customer will receive a call back within 1 hour of repair ticket entry. For immediate assistance, please utilize the Contact Number.
 If a response is not received within 1 hour, please escalate per the above escalation list.