

TROUBLE REPORTING & ESCALATION LIST



Tech Support 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, please call the contact number. If you do not receive a response within an hour, please escalate your issue according to the following tiers:

Ethernet and Internet Services Escalation List

Level	Contact	Title	Contact Number	Email
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 Bill Scanga	Supervisor, Fiber Optic Serv. Supervisor, IP Services	412-491-5995 412-417-6010	mschmitt@DQE.com 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	Email
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 Chris Hays	Operations Manager Sr. Mgr, Network Planning	412-667-1229 412-667-9370	tneugebauer@DQE.com 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.

