

# 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	Manager, Service Delivery Manager, Network Eng.	412-491-5995 412-417-6010	mschmitt@DQE.com bscanga@DQE.com
Tier 4	Paul McGinn	Sr. Director, Technology	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	Chris Hays	Director, Network Planning	412-667-9370	chays@DQE.com
Tier 4	Tom Neugebauer	Director, Operations	412-667-1229	tneugebauer@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.



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