

POST-INSTALL SUPPORT

ACCOUNT MANAGEMENT

After your services have been implemented, your account manager is responsible for your ongoing satisfaction, supporting the evolving needs of your business. Your dedicated account manager is also available for day-to-day support of non-technical issues. Following are just a sample of the ways your account manager can be of assistance:

- ✓ Conduct regular proactive calls
- ✓ MyNitel setup & administration
- ✓ Service upgrades
- ✓ Moves
- ✓ Service changes
- ✓ Billing questions
- ✓ SLA credit requests

ACCOUNT MANAGEMENT CONTACT LIST

Level	Name	Title	Email	Phone
1		Account Manager		
2	Michael Board	VP of Customer Success	mboard@nitelusa.com	872-702-5053
3	Mark Dickey	Chief Revenue Officer	mdickey@nitelusa.com	773-770-1353

24X7 TECHNICAL SUPPORT

For any technical service issues, performance degradations or outages, you should immediately contact the Nitel Network Operations Center. You can report an issue with your service in any of three ways:

Phone: [866-892-0915](tel:866-892-0915)

Email: NOC@nitelusa.com

Web: mynitel.nitelusa.com

Through the Nitel NOC, you will have access to four levels of network technicians and engineers, who are focused on rapid trouble resolution and frequent communication. When contacting the NOC with an issue, please provide as much detail as you can to make the process go as quickly and as smoothly as possible, for example:

- ✓ Nitel Circuit ID - (e.g., NIT123456)
- ✓ Account name (as printed on your invoice)

- ✓ Address of the location experiencing difficulty
- ✓ Thorough explanation of the issue, including any details related to:
 - Trace routes
 - Ping tests
 - Associated IP addresses
 - Router logs
 - Any historical timestamps or supporting evidence of trouble

NETWORK OPERATIONS CENTER (NOC) ESCALATION LIST

Contact the 24x7 Nitel NOC via phone, email or on the web to address service affecting issues.

866-892-0915

NOC@nitelusa.com

Level	Name	Title	Email	Phone
1		Technician on Duty	NOC@nitelusa.com http://mynitel.nitelusa.com	866-892-0915
2		Sr. Technician on Duty	NOC@nitelusa.com http://mynitel.nitelusa.com	866-892-0915
3	Jason Wiley Phil Lukacek	NOC Manager	jwiley@nitelusa.com plukacek@nitelusa.com	866-892-0915, ext 4368 ext 7729
4	Lawrence Edmond	SVP of Network Engineering	ledmond@nitelusa.com	773-364-3189