

## Your Company Contact & Escalation List

	LEVEL	PRIMARY CONTACT	CORE RESPONSIBILITIES
TECH SUPPORT	I	<b>Tech Support Tier 1</b> T: (800) 440-9440 E: repair@peerlessnetwork.com	<ul style="list-style-type: none"> <li>• Open trouble tickets</li> <li>• Status updates on existing trouble tickets</li> <li>• Provide status on customer related issues</li> </ul>
	II	<b>Zach Smith, Tech Support Team Lead</b> O: (872) 484-0721 E: zsmith@peerlessnetwork.com	<ul style="list-style-type: none"> <li>• Point of escalation for Tech Support</li> </ul>
	II	<b>Michael Smith, Tech Support Team Lead</b> O: (312) 506-5001 E: msmith@peerlessnetwork.com	<ul style="list-style-type: none"> <li>• Point of escalation for Tech Support</li> </ul>
	III	<b>Michael Flood, Tier III Tech Support</b> O: (708) 263-1067 E: mflood@peerlessnetwork.com	<ul style="list-style-type: none"> <li>• Point of escalation for Tier II Technican</li> </ul>
	IV	<b>Tae Kim, Director Technical Support - Enterprise</b> O: (312) 506-5039 E: tkim@peerlessnetwork.com	
	V	<b>Steve Hwang, GM Enterprise Business Unit</b> O: (312) 878-4191 E: shwang@peerlessnetwork.com	
MAC	I	<b>MAC@peerlessnetwork.com</b>	<ul style="list-style-type: none"> <li>• Move, Adds, Changes and Deletes</li> </ul>
	II	<b>Katrina McBride, MAC Manager</b> O: (312) 878-6063 E: kmcbride@peerlessnetwork.com	
	III	<b>Michael McDaniel, Director - Service Delivery</b> O: (312) 900-9904 E: mmcdaniel@peerlessnetwork.com	
	IV	<b>Steve Hwang, GM Enterprise Business Unit</b> O: (312) 878-4191 E: shwang@peerlessnetwork.com	
BILLING	I	<b>Customer Care</b> T: (800) 440-9440 E: enterprisebillingscalations@peerlessnetwork.com	<ul style="list-style-type: none"> <li>• Invoicing, credits and accounts receivable requests</li> </ul>
	II	<b>Colleen Bradich, Customer Care Manager</b> O: (312) 681-8324 E: cbradich@peerlessnetwork.com	<ul style="list-style-type: none"> <li>• Point of escalation for Billing Team Lead</li> </ul>
	III	<b>Geneva Gross, Chief Customer Experience Officer</b> O: (630) 544-2109 E: ggross@peerlessnetwork.com	
	IV	<b>Steve Hwang, GM Enterprise Business Unit</b> O: (312) 878-4191 E: shwang@peerlessnetwork.com	

PROJECT MGMT	<b>I</b>	<b>Project Manager</b> <i>Manager - Project Management</i> O: E:	<ul style="list-style-type: none"> <li>• PMs are assigned on a project-by-project basis</li> <li>• Provide ETAs on project-related tasks and milestones</li> <li>• Schedule project-related status meetings</li> <li>• Coordinate internal/external resources to meet deadlines</li> </ul>
	<b>II</b>	<b>Sherres Hayward</b> O: (312) 235-3877 E: shweyward@peerlessnetwork.com	<ul style="list-style-type: none"> <li>• Point of escalation for Project Manager</li> </ul>
	<b>III</b>	<b>Michael McDaniel, Director - Service Delivery</b> O: (312) 900-9904 E: mmcdaniel@peerlessnetwork.com	<ul style="list-style-type: none"> <li>• Point of escalation for Manager - Project Management</li> </ul>
	<b>IV</b>	<b>Steve Hwang, GM Enterprise Business Unit</b> O: (312) 878-4191 E: shwang@peerlessnetwork.com	
ACCOUNT MANAGEMENT	<b>I</b>	<b>Account Manager</b> O: E:	<ul style="list-style-type: none"> <li>• Central point of contact and primary customer advocate</li> <li>• Respond to all proposal, quote and contractual questions</li> <li>• Introduce customers to new products and services</li> </ul>
	<b>II</b>	<b>Alex Sondgerath, Director of Account Management</b> <i>Director of Account Management</i> O: (312) 681-8313 E: asondgerath@peerlessnetwork.com	<ul style="list-style-type: none"> <li>• Point of escalation Account Manager</li> <li>• Align with Your Company on any strategic initiatives</li> <li>• Design, implement and run Account Management programs</li> <li>• Participate in touchpoint calls and business reviews</li> </ul>
	<b>III</b>	<b>Steve Hwang, GM Enterprise Business Unit</b> O: (312) 878-4191 E: shwang@peerlessnetwork.com	
CHANNEL SALES	<b>I</b>	<b>Marilyn Szamlewski, Head of Elite Partner Support</b> O: (630) 544-2104 E: mszamlewski@peerlessnetwork.com	<ul style="list-style-type: none"> <li>• Handles SPIFFs, Commissions, Contract &amp; Quote issues</li> </ul>
	<b>II</b>	<b>Gabe Rosalis, VP of Channel</b> O: (512) 647-1105 E: grosalis@peerlessnetwork.com	<ul style="list-style-type: none"> <li>• Manager of all National Channel Managers</li> <li>• Point of escalation for Agent issues</li> </ul>
	<b>III</b>	<b>Steve Hwang, GM Enterprise Business Unit</b> O: (312) 878-4191 E: shwang@peerlessnetwork.com	