



MAINTENANCE AND REPAIR CONTACT & ESCALATION LIST

<b>WIN NETWORK MANAGEMENT CENTER (NMC)</b>		
<p>All service calls must initially be directed to the WIN Network Management Center (NMC).</p> <p>WIN's NMC is available on a 24 X 7 basis.</p> <p>Please be prepared to identify the appropriate circuit ID where the trouble is located.</p>	<p><b>NMC PHONE:</b> 1-866-206-2027</p> <p><b>NMC EMAIL:</b> support@wintechnology.com</p>	
<b>1<sup>ST</sup> LEVEL OPERATIONS ESCALATION</b>		
<b>Network Systems Administrator/NMC Management/Ops Lead</b>	Request escalation when speaking to the Network Systems Technician	
<b>2<sup>ND</sup> LEVEL OPERATIONS ESCALATION - IF NO RESPONSE FROM 1<sup>ST</sup> LEVEL AFTER ONE HOUR</b>		
<b>Charles Nichols</b> , NMC Manager	<b>Cell:</b>	715-404-9730
	<b>Email:</b>	charles.nichols@wintechnology.com
<b>Glen Roeder</b> , Network Engineering Manager	<b>Cell:</b>	715-590-3569
	<b>Email:</b>	glen.roeder@wintechnology.com
<b>3<sup>RD</sup> LEVEL OPERATIONS ESCALATION – IF NO RESPONSE FROM 2<sup>ND</sup> LEVEL AFTER ONE HOUR</b>		
<b>Matt Amenson</b> , Senior Operations Manager	<b>Cell:</b>	715-563-8101
	<b>Email:</b>	matt.amenson@wintechnology.com
<b>Ricky Smith</b> , Senior NMC Manager	<b>Cell:</b>	715-579-5782
	<b>Email:</b>	ricky.smith@wintechnology.com
<b>Jason Hotujec</b> , Director of Engineering	<b>Cell:</b>	715-579-1971
	<b>Email:</b>	jason.hotujec@wintechnology.com
<b>4<sup>TH</sup> LEVEL OPERATIONS ESCALATION – IF NO RESPONSE FROM 3<sup>RD</sup> LEVEL AFTER ONE HOUR</b>		
<b>Matt Yach</b> , Chief Operations Officer	<b>Cell:</b>	715-579-4830
	<b>Email:</b>	matt.yach@wintechnology.com
<b>ADDITIONAL WIN CONTACTS</b>		
<b>Craig Kamphuis</b> , Vice President of Sales	<b>Cell:</b>	715-858-3187
	<b>Email:</b>	craig.kamphuis@wintechnology.com
<b>Accounts Payable</b>	<b>Office:</b>	715-832-3729
	<b>Email:</b>	billing@wintechnology.com
<b>Accounts Receivable</b>	<b>Office:</b>	715-832-3729
	<b>Email:</b>	acctrec@wintechnology.com