

## Issue Reporting and Escalation Procedures – Voice/Data/Internet Service or Hosted Phone System

For assistance with any service or technical issues relating to your VoxNet Voice/Data/Internet service or Hosted Phone System please follow the steps outlined below:

**Level 1:** You need to report a service or technical issue, or follow-up on a previously reported issue:

By Phone: Call the Help Desk at 877-703-6400. When prompted:

- o Press 2 for service or to check the status of a previously reported issue

By Email: Submit a summary of your issue and a phone number where you can be reached to [support@voxnetinc.com](mailto:support@voxnetinc.com).

**Level 2:** You need additional assistance beyond what you've received from the Help Desk or are unable to contact the VoxNet representative working on your request.

Contact our Service Manager, Eric Yeager, at any of the following:

- 484-533-2434 (Direct)
- 610-960-8526 (Cell)
- [eyeager@voxnetinc.com](mailto:eyeager@voxnetinc.com)

**Level 3:** You need additional assistance beyond what you've received from the Service Manager or are unable to reach the Service Manager.

Contact our Operations Analyst, Jim Costello, at any of the following:

- 484-533-2416 (Direct)
- 610-551-6937 (Cell)
- [jcostello@voxnetinc.com](mailto:jcostello@voxnetinc.com)

**Level 4:** You have exhausted all of the above efforts to resolve your issue and need urgent assistance.

Contact our President, Bill Quinlan, at any of the following:

- 484-533-2450 (Direct)
- 610-310-0507 (Cell)
- [bquinlan@voxnetinc.com](mailto:bquinlan@voxnetinc.com)