

Excel Telecommunications IP Trunking Escalation Matrix

Network Trouble Resolution Customer Contact Numbers

Dedicated 800-308-4653
214-269-4189 (outside US)
877-827-7371 (Option 2)
Email majoraccounts@excel.com

Hours of Operation

24 x 7

Service Level Agreements

Priority	Priority Definition	MTTA	MTTR	Updates
Priority 1	Out of Service	1 Hour	4 Hours	Hourly
Priority 2	Partial/Intermittent Service Interruptions	1 Hour	8 Hours	2 hour intervals
Priority 3	Quality	1 Hour	16 Hours	24 Hours
Priority 4	Non-Service Affecting	1 Hour	24 Hours	24 Hours

Contacts & Escalations

1st Level Jay Jackson – Manager, Trouble Resolution
972-910-1360 (office)
877-899-0584 (pager)
8778990584@airmessage.net (text)

2nd Level Karen Lofland – Director, Network Services
972-910-1377 (office)
972-938-7320 (home)
214-502-1551 (cell)

3rd Level Mark Dunlap – VP, Commercial Sales
714-930-5611 (cell)

4th Level Keith Henderson – VP, Support
972-910-1715 (office)
817-329-6424 (home)
214-808-0223 (cell)

5th Level Richard Dinh – Sr. VP. Operations
972-910-1708 (office)
512-736-8938 (cell)