

MAC – Level 1	15 Min.	30 Min.	1 Hour	2 Hours	4 Hours	6 Hours	8 hours	12 Hours	1 bus. Day	2 bus. Days	3 bus. Days
Move/ Add/Change Request										Sales Operations- Project /Center Manager	Engineering Dept- Senior Network Engineer
MAC – Level 2	15 Min.	30 Min.	1 Hour	2 Hours	4 Hours	6 Hours	8 hours	12 Hours	1 bus. Day	2 bus. Days	3 bus. Days
Expedited MAC request (additional charges applied)									Sales Operations- Project /Center Manager	Engineering Dept- Senior Network Engineer	

Repair – Level 1	15 Min.	30 Min.	1 Hour	2 Hours	4 Hours	6 Hours	8 Hours	12 Hours	1 bus. Day	2 bus. Days	3 bus. Days
Non-service affecting problem report on single customer line					Client Care Desk- Senior Technician	Sales Operations- Project /Center Manager		Engineering Dept- Senior Network Engineer	Regan Kerry- Chief Technical Officer		
Repair – Level 2	15 Min.	30 Min.	1 Hour	2 Hours	4 Hours	6 Hours	8 Hours	12 Hours	1 bus. Day	2 bus. Days	3 bus. Days
Non-service affecting problem on multiple customer lines.			Client Care Desk- Senior Technician	Sales Operations- Project /Center Manager	Engineering Dept- Senior Network Engineer		Regan Kerry- Chief Technical Officer Claudio Nespeca- VP Sales Operations / Marketing	Greg Walker- President			
Repair – Level 3	15 Min.	30 Min.	1 Hour	2 Hours	4 Hours	6 Hours	8 Hours	12 Hours	1 bus. Day	2 bus. Days	3 bus. Days
Service affecting problem on single customer line.		Client Care Desk- Senior Technician	Sales Operations- Project /Center Manager	Engineering Dept- Senior Network Engineer	Regan Kerry- Chief Technical Officer Claudio Nespeca- VP Sales Operations / Marketing	Greg Walker- President					
Repair – Level 4	15 Min.	30 Min.	1 Hour	2 Hours	4 Hours	6 Hours	8 Hours	12 Hours	1 bus. Day	2 bus. Days	3 bus. Days
Service affecting multiple customer problem	Sales Operations- Project /Center Manager	Engineering Dept- Senior Network Engineer	Regan Kerry- Chief Technical Officer Claudio Nespeca- VP Sales Operations / Marketing	Greg Walker- President							

Contact Name	Position Title	Phone Number	E-mail Address
Matt Kollander	Senior Technician	TOR 416-855-7623, VAN 604-638-4898	mkollander@epiknetworks.com
Ravneet Kaur	Project / Center Manager	TOR 416-855-7644, VAN 604-638-4899	salesops@epiknetworks.com
Leah Sotoodeh	Project / Center Manager	USA 949-270-8076, VAN 604-282-4685	salesops@epiknetworks.com
Claudio Nespeca	VP Sales Operations/Marketing	North America 866-517-1090	claudio@epiknetworks.com
Regan Kerry	Chief Technical Officer	TOR 416-855-7650, VAN 604-638-4902	regan@epiknetworks.com
Greg Walker	President	North America 877-576-0058	gwalker@epiknetworks.com

For all MAC (move, add, change) work and repair issues, please submit a ticket online via Client Self Service portal at <http://support.epiknet.net>. You may follow up on a particular ticket by calling the Care Desk at 1-866-353-9333 (Option *). The above Escalation chart is applied automatically to all open tickets. For example, adding a new user to your account is a MAC request. The Help Desk strives to complete this request within two business days, which is the time allotted for MAC work. If the two days have passed without resolution, our system will automatically escalate the ticket to the Centre Manager. As per the chart above, the CM has 24 hours to resolve the issue. If 24 hours have passed and the CM has not managed to complete the request, the system will escalate the ticket to the next person, who in this case would be the Senior Network Engineer.

If at any time, you notice that automatic escalation is not being applied to your open tickets, please make the Care Desk aware and get the listed contacts involved.