

# Excel Telecommunications Commercial Escalation Matrix

To report repair issues, please call the Network Trouble Resolution Center at 800-308-4653. You will be given a Trouble Ticket # for your reference.

## Network Trouble Resolution Contact Numbers

Support Line 800-308-4653  
International Customers 214-269-4189

## 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	8 Hours
Priority 4	Non-Service Affecting	1 Hour	24 Hours	24 Hours

## Contacts & Escalations

1<sup>st</sup> Level Jay Jackson – Manager, Trouble Resolution  
972-910-1360 (office)  
877-899-0584 (pager)  
[8778990584@airmessage.net](mailto:8778990584@airmessage.net) (text)

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

3rd Level Richard Dinh – Sr. VP. Operations  
972-910-1708 (office)  
512-736-8938 (cell)