

APPLICATION OF
O1 COMMUNICATIONS CENTRAL, LLC

Exhibit V
Support Escalation Sheet



Contact Support Escalation Sheet

Support Requests

All support requests are managed by our Network Operations Center.

- **Telephone:** 888.319.PEER (7337) or 916.235.2600
- **Email:** peersupport@o1.com

Sending an email to Peer Support will automatically generate a response and notify all staff on duty 24x7.

Include the following information in your email:

- Company name
- Contact name and number, including secondary or NOC number
- Detailed description of the service issue. Please include calling to/from numbers if available.

Escalation Contacts	
O1 Communications' mission is to provide our customers with the highest quality service. If you are not receiving the level of service you expect, please escalate your service issue by contacting our support management personnel in the order listed below.	
30 Minutes, First Level	
Bryan Petersen - NOC Lead Technician bpetersen@o1.com	Office: 916.235.2075
Kevin Jenkins - NOC Lead Technician kjenkins@o1.com	Office: 916.235.2037
60 Minutes, Second Level	
David Stoos - NOC Manager dstoos@o1.com	Office: 916.235.2034 Mobile: 916.420.5765
90 Minutes, Third Level	
Blaine Reeve - VP of Operations breeve@o1.com	Office: 916.235.2005 Mobile: 916.396.5992
120 Minutes, Fourth Level	
Brad Jenkins - Chief Executive Officer bjenkins@o1.com	Office: 916.235.2011 Mobile: 916.501.5005