expedient CLIENT ESCALATION LIST

All initial service requests should be initiated with the Expedient Operations Support Center (OSC) by phone or e-mail. You may request escalation by phone to the OSC, or you can contact a member of the escalation team directly if necessary. A case number will be provided upon your initial communication with the Operations Support Center and is necessary for request tracking. Please be prepared to give the case number associated with your request when contacting a member of the escalation team. If you do not reach a live individual at a particular level, please leave a voice message before going to the next level. After speaking with a live member of the escalation team, please allow up to 30 minutes to review the status of the ticket and engage technical resources. If you do not receive a follow-up response within that timeframe, please engage the next level of escalation.

Escalation Level	Name	Title	Phone	Email
Initial Report	**OSC**	**Analysts / Technicians / Engineers**	**888.227.9400**	**service-request@expedient.com**
1st Level	On Call Supervisor	Supervisor Escalation Hotline	866.313.3300	Not Applicable
2nd Level	Matt Pippenger	Senior Manager	317.409.5150	matt.pippenger@expedient.com
3rd Level	Patrick Bixel	Director of Escalation Management	412.613.5143	patrick.bixel@expedient.com
4th Level	Kevin Hemler	Vice President of Technical Support	667.290.4015	kevin.hemler@expedient.com
5th Level	Leslie Gubish	Vice President of Client Experience	724.448.7420	leslie.gubish@expedient.com
6th Level	Philip Stockmal	Senior Vice President of Client Services	412.417.2450	philip.stockmal@expedient.com
7th Level	Jonathan Rosenson	President & Chief Operating Officer	412.596.9322	jon.rosenson@expedient.com
8th Level	Bryan Smith	Chief Executive Officer	614.254.5001	bryan.smith@expedient.com