



Contact & Escalation List

	LEVEL	PRIMARY CONTACT	CORE RESPONSIBILITIES
MAC	I	MAC@peerlessnetwork.com	• Move, Adds, Changes and Deletes
		Chrystal Hicks <i>MACD Manager</i>	
	II	O: (470) 730-2687 E: chicks@peerlessnetwork.com	• Point of escalation for MAC requests
	III	Michael McDaniel <i>Director - Service Delivery</i> O: (312) 900-9904 E: mmcdaniel@peerlessnetwork.com	• Point of escalation for MAC requests
	IV	Geneva Gross <i>Chief Customer Experience Officer</i> O: (630) 544-2109 E: ggross@peerlessnetwork.com	• Point of escalation for MAC requests
	Steve Hwang <i>General Manager - Enterprise Business Unit</i> O: (312) 878-4191 E: shwang@peerlessnetwork.com	• Point of escalation for Chief Customer Experience Officer	
BILLING	I	Customer Care T: (800) 440-9440 E: customercare@peerlessnetwork.com	• Invoicing, credits and accounts receivable requests
		Colleen Bradich <i>Customer Care Manager</i> O: (312) 681-8324 E: cbradich@peerlessnetwork.com	• Point of escalation for Billing
	III	Geneva Gross <i>Chief Customer Experience Officer</i> O: (630) 544-2109 E: ggross@peerlessnetwork.com	• Point of escalation for Billing
	IV	Steve Hwang <i>General Manager - Enterprise Business Unit</i> O: (312) 878-4191 E: shwang@peerlessnetwork.com	• Point of escalation for Chief Customer Experience Officer
TECH SUPPORT	I	Customer Service Specialist T: (800) 440-9440 E: repair@peerlessnetwork.com	• Open trouble tickets • Status updates on existing trouble tickets • Provide status on customer related issues or direct to appropriate call one individual
		Zach Smith <i>Tech Support Team Lead</i> O: (872) 484-0721 E: zsmith@peerlessnetwork.com	• Point of escalation for Repair / Tech Support
	II	Michael Smith <i>Tech Support Team Lead</i> O: (312) 506-5001 E: msmith@peerlessnetwork.com	• Point of escalation for Repair / Tech Support
	II	Michael Flood <i>Tier 3 Engineer</i> O: (708) 263-1067 E: mflood@peerlessnetwork.com	• Point of escalation for Repair / Tech Support
	III	Tae Kim <i>Director of Technical Support</i> O: (312) 506-5039 E: tkim@peerlessnetwork.com	• Point of escalation for Repair / Tech Support
	IV	Steve Hwang <i>General Manager - Enterprise Business Unit</i> O: (312) 878-4191 E: shwang@peerlessnetwork.com	• Point of escalation for Director of Technical Support
PROJECT MGMT	I	Project Manager <i>Assigned on a project-specific basis</i>	• Designated contact for project management • Provide ETAs on project-related tasks and milestones • Schedule project-related status meetings • Coordinate with internal and external resources to ensure deadlines are met
	II	Patrice Gardner <i>Customer Care Team Lead</i> O: (312) 940-4174 E: pgardner@peerlessnetwork.com	• Point of escalation for Project Management functions
	III	Michael McDaniel <i>Director - Service Delivery</i> O: (312) 900-9904 E: mmcdaniel@peerlessnetwork.com	• Point of escalation for Project Management functions
	IV	Geneva Gross <i>Chief Customer Experience Officer</i> O: (630) 544-2109 E: ggross@peerlessnetwork.com	• Point of escalation for Project Management functions
	V	Steve Hwang <i>General Manager - Enterprise Business Unit</i> O: (312) 878-4191 E: shwang@peerlessnetwork.com	• Point of escalation for Director of Account Management, Project Management, Tech Support
ACCOUNT MANAGEMENT	I	AM Larry Widmer <i>Senior Account Manager</i> 312-252-4955 lwidmer@peerlessnetwork.com	• Contracts & Pricing: respond to all proposal, quote and contractual questions • Introduce customers to new Peerless products and services
	II	Alex Sondgerath <i>Director of Account Management</i> O: 312-681-8313 E: asondgerath@peerlessnetwork.com	• Point of escalation Account Manager • Align with agents and customers on any strategic initiatives • Design, implement and run Peerless Network's Account Management and Governance programs • Participate in touchpoint calls and business reviews as necessary
	III	Steve Hwang <i>General Manager - Enterprise Business Unit</i> O: (312) 878-4191 E: shwang@peerlessnetwork.com	• Point of escalation for Director of Account Management, Project Management, Tech Support