

ESCALATION LIST

For any service related issues, including after-hours emergencies, please use any of the following methods to reach us:

**For Our Service Department:
Call: 708.273.3111**

Note: During business hours, feel free to email service requests to:
service@xclutel.com

After business hours, call 708.273.3100 and select option 1 for the emergency mailbox. Our on-call engineer will respond within 15-minutes

1st Level Escalation

Kristina Botten Network Coordinator	kbotten@xclutel.com	708.273.3150 (direct)
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2nd Level Escalation

Bill Griffith Operations Manager	bgriffith@xclutel.com	708.273.3159 (direct) 708.277.7289 (cell)
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