

Issue Reporting and Escalation Procedures

Level 1: You need to report a service or technical issue, or follow-up on a previously reported issue:

By Phone: Call the Help Desk at **610-560-1900**. When prompted: **Press 1** for service or to check the status of a previously reported issue

By Email: Submit a summary of your issue and a phone number where you can be reached to support@axxessnetworks.com

Level 2: You need additional assistance beyond what you've received from the Help Desk or are unable to contact the Axxess Networks representative working on your request.

Contact our Dispatcher, Jim Smith Jr, at any of the following:

- **717-431-7150 (Direct)**
- jsmithjr@axxessnetworks.com

Level 3: You need additional assistance beyond what you've received from the Dispatcher or are unable to reach the Dispatcher.

Contact our Director of Technical Resources, Eric Yeager, at any of the following:

- **610-833-9019 (Direct)**
- eyeager@axxessnetworks.com

Level 4: You have exhausted all of the above efforts to resolve your issue and need urgent assistance.

Contact our Chief Operating Officer, Jason Flanigan, at any of the following:

- **610-490-8043 (Direct)**
- jflanigan@axxessnetworks.com

