

Contact Escalation List

Sales Team: Contract, Pricing and Product Information

To Request Pricing and/or a Quote on Transbeam Services

quotes@transbeam.com

Scott Minuto - Manager, Pre-sales Pricing, Quotes

212.631.8100 x236

sminuto@transbeam.com

Peter Karoczkai - Executive Vice President

212.631.8100 x 205
(C) 914.523.9898

peterk@transbeam.com

Sales Engineering: Pre & Post Sales Engineering and Design

Joseph Kenny - Sales Engineer

212.631.8100 x239
(C) 732.757.1671

jkenny@transbeam.com

Provisioning & Service Delivery: Post Sales Order, Provisioning Updates and Installations

For General Provisioning Questions

646.571.1005

provisioning@transbeam.com

KC Garcia - Provisioning Supervisor

212.631.8100 x 223

kgarcia@transbeam.com

Harpreet Chandhok - VP, Operations

212.631.8100 x 279
(C) 917.301.2822

harpreetc@transbeam.com

All New Service Requests:

To submit a new order via email please utilize the sales email box

sales@transbeam.com

Customer Service Team: All Existing Customer Service Requests, Billing Inquiries, Cancellations, and Moves, Adds, Changes (MACs)

Customer Service Inquiry Email (Billing & MAC requests)

customerservice@transbeam.com

Customer Service Phone (Billing & MAC requests)

212.631.8100 x Option 4

URL For Service Disconnect Requests

www.transbeam.com/cancel2

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Trouble Tickets & Repairs: Outages and Network Issues

To Open A Trouble Ticket	646.571.1000	support@transbeam.com
Daniel Lai - Manager, Network Operations	212.631.8100 x 228 (C) 917.731.3257	dlai@transbeam.com
Harpreet Chandhok - VP, Operations	212.631.8100 x 279 (C) 917.301.2822	harpreetc@transbeam.com
Avi Nebel - Chief Operating Officer	212.631.8100 x 207 (C) 917.337.7775	anebel@transbeam.com

Ticket Priorities - MTTR* Will Vary Based on Service Type

- **Priority 1 (P1)** - Major services impact, meaning circuit & service down completely
- **Priority 2 (P2)** - Circuit bounced, packet loss, latency, service is working but degraded
- **Priority 3 (P3)** - Maintenance or changes request

*MTTR is Mean Time To Repair: The average time commitment to fix an issue based on industry standards.

Priority 1 - Trouble Response

Priority 1 - Trouble reports are defined as circuit & service completely down

Service	Target MTTR	Status Commitment*
"All Hi-Cap, Carrier & Wholesaler NNIs, DS3, TLS, EOF and Collocation "	4 Hours	1 Hour
Ethernet-Over-Copper (EOC)	24 Hours	2 Hours
xDSL / POTS	24 Hours	4 to 6 Hours
Hosted PBX / Integrated Voice & Data	4 Hours	2 Hours
Web Hosting	24 Hours	24 Hours