



Maintenance & Repair Procedure

1. The PS LIGHTWAVE Network Operations Center (NOC) can be contacted 24 hours a day, 365 days a year to request repair, service or maintenance of PS LIGHTWAVE data and/or phone services.
2. Upon contacting the NOC, a trouble ticket will be opened. Certified NOC technicians will work to resolve the issue and/or the appropriate PS LIGHTWAVE field staff will be dispatched to restore service.
3. Status updates will be provided until the problem has been resolved.

NOC Support & Escalation Contacts

1st CALL	NOC or Tier Two Tech Support	832.615.8000 o 888.514.3966 c
2+ HRS	Tier Three Tech Support	832.615.8000 o 888.514.3966 c
4+ HRS	Nicole Peavy <i>NOC Manager</i>	832.615.7791 o 713.992.6384 c
6+ HRS	Swen Wulf <i>Dir. of Network Engineering</i>	832.615.7743 o 832.309.3323 c
8+ HRS	John Lambert <i>Chief Operating Officer</i>	832.917.5570 o 713.299.2171 c
10+ HRS	Rhonda Cook <i>President/CEO</i>	832.615.7725 o



Your Sales Support Team Escalation

1st Level	Liz Canan <i>Internal Sales Support</i>	832.917.5564 o 832.431.8152 c lcanan@pslightwave.com
2nd Level	Teresa Powell <i>Lead Cost Analyst & Sales Coordinator</i>	832.608.6974 o 281.615.2341 c tpowell@pslightwave.com
3rd Level	David Caddle <i>Chief Revenue Officer</i>	832.615.7721 o 281.830.2097 c dcaddle@pslightwave.com

Your Project Management Team

Greg Smith	<i>Dir. of Internal Operations</i>	832.615.7727 o 281.830.2811 c	gsmith@pslightwave.com
Orion Kester	<i>Project Manager</i>	832.615.8087 o 281.881.3280 c	okester@pslightwave.com
Mohammed Al Qaysi	<i>Project Manager</i>	832.615.7749 o 832.571.7900 c	malqaysi@pslightwave.com



832.615.8000



support@psLIGHTWAVE.com



psLIGHTWAVE.com