

QUS ESCALATION PROCESS

UPS & Battery Preventive & Emergency Service
24/7/365 with additional live answering service



1.800.755.6492

Press Option 5 | Emergency Dispatch

Press Option 3 | PM Scheduling

Provide the following info: Address & Site Contact Info: Make | Model | Serial # or Client Identifier | Alarm Type

Dedicated Strategic Accounts Analysts Team Email Box

customersupport@qualityuptime.com	This dedicated group email should be used for general inquires, quote requests & field service report requests. **Please CC Account Manager and Inside Sales Rep on all requests
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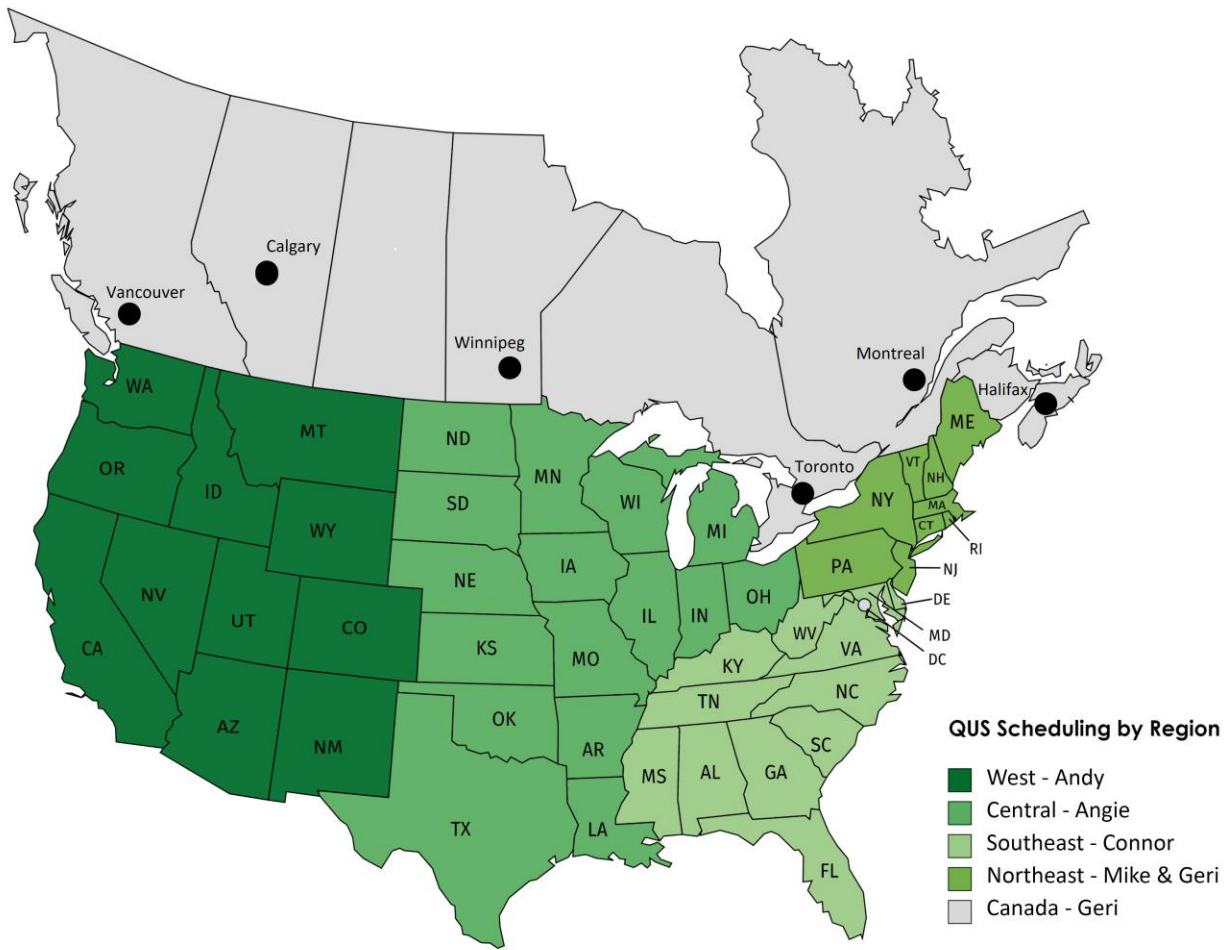
Customer Care - Scheduling

	Casandra D'Amato , Manager, Customer Care	203-740-4253 M 475-218-2311 cdamato@qualityuptime.com
Central	Angie Dickson , Service Coordinator	M 469-215-9819 adickson@qualityuptime.com
Northeast	Michael Piccolello , Sr. Service Coordinator	203-616-4177 M 203-516-8962 mpiccolello@qualityuptime.com
Northeast & Canada	Geri Padron , Service Coordinator	732-566-4700 M 732-589-2850 gpadron@sonomats.com
West	Andy Goehring , Service Coordinator	M 203-209-3841 agoehring@qualityuptime.com
VA & Mid-Atlantic	Connor Knight , Service Coordinator	203-740-4291 M 475-218-5597 Cknight@qualityuptime.com
National	Gina Salazar , Maintenance Coordinator	M 346-545 -447 gsalazar@qualityuptime.com

Field Operations - Field Service Escalation Contacts

FSR@qualityuptime.com	Field Service Report Centralized Email – After each PM, a report is sent automatically. In the event you didn't receive, use this email to request one sent to you.	
VP, Field Operations	Bill Hoyer , VP Field Operations	203-570-7599 bhoyer@qualityuptime.com
Regional Field Ops.	Michael Smith , Regional Manager, NorCal	209-915-9670
	David Nasic , Regional Manager, Mid-Atlantic	540-623-3832
	Dan Cloud , Southeast Regional Manager	203-543-6587
	William Flores , Southwest Regional Manager	203-243-4979
	Frank Aiello , Northeast Regional Manager	347-621-8736
	Michael Carson , Central Regional Manager	203-885-3555
Account Manager	Please contact your account manager	
Escalation	Kody Pike , VP, Operations	404-858-9625 kpike@qualityuptime.com
	Jessica Tarrant , Vice President, Sales	703-328-3503 jtarrant@qualityuptime.com





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Scheduling Escalations	Casandra D’Amato , Manager, Customer Care	203-740-4253 M 475-218-2311 cdamato@qualityuptime.com
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