



Customer Escalation Guide

+1 800 875 8008



At TSG help is always available - whether you need help with Billing, Porting, Sales or New Orders, TSG is ready to guide you.

For help, send an email or give us a call. You should start troubleshooting non-network impacting issues here.

Sales

Support Level: 1
general sales help

+1 617 500 4100 x2
sales@tsgglobal.com

Billing

Support Level: 1
general sales help

+1 617 500 4100 x3
billing@tsgglobal.com

New Orders

Support Level: 1
general sales help

+1 617 500 4100 x3
neworders@tsgglobal.com

Porting

Support Level: 1
general sales help

+1 617 500 4100 x3
porting@tsgglobal.com



BILLING SALES

+1 617 500 4100, 3
BILLING@TSGGLOBAL.COM
+1 617 500 4100, 2
SALES@TSGGLOBAL.COM

PORTING NEW ORDERS

+1 617 500 4100, 3
PORTING@TSGGLOBAL.COM
+1 617 500 4100, 3
NEWORDERS@TSGGLOBAL.COM



LEVEL II
CONTACT
OFFICE
MOBILE
EMAIL

OPERATIONS
HEATHER BURLINGAME
+1 617 500 4100 X112
+1 360 560 6950
HEATHER.BURLINGAME@TSGGLOBAL.COM

LEVEL II
CONTACT
OFFICE
MOBILE
EMAIL

ACCOUNT MANAGEMENT
DAVID VAUGHAN
+1 617 500 4100 X101
+1 252 557 4016
DAVID.VAUGHAN@TSGGLOBAL.COM

LEVEL II
CONTACT
OFFICE
MOBILE
EMAIL

PROJECT MANAGEMENT
MITCH CLaar

+1 207 739 9826
MITCH.CLAAR@TSGGLOBAL.COM



LEVEL III
CONTACT
OFFICE
MOBILE
EMAIL

+NETWORK
MIKE BURLINGAME
+13604506178
+13604302239 *
MIKE.BURLINGAME@TSGGLOBAL.COM

LEVEL III
CONTACT
OFFICE
MOBILE
EMAIL

NETWORK
NOC 24 Hour Help
+1 800 875 8008
NOC@TSGGLOBAL.COM



LEVEL IV
CONTACT
OFFICE
MOBILE
EMAIL

SALES, MARKETING
NOAH RAFALKO
+1 617 500 2900
+1 617 592 2064
NOAH.RAFALKO@TSGGLOBAL.COM



For urgent situations or when you need help fast, Level II Support is always ready to lend a helping hand.

For help, send an email or give us a call. If you are experiencing service impacting issues, please create a support ticket on the portal: <http://portal.tsgglobal.com/customerportal/custlogin.asp>

David Vaughan

Support Level: 2
account manager

+1 617 500 4100 x101

+1 252 557 4016

david.vaughan@tsgglobal.com

Eastern Standard Time

Mitch Claar

Support Level: 2
sales, project management

+1 617 500 4100 x

+1 207 739 9826

mitch.claar@tsgglobal.com

Eastern Standard Time

Nicole Giordano

Support Level: 2
billing

+1 617 500 4100 x105

+1 207 370 6647

+1 857 300 0810

nicole.giordano@tsgglobal.com

Eastern Standard Time

Heather Burlingame

Support Level: 2
new orders, porting, operations

+1 617 500 4100 x112

+1 360 560 6950

heather.burlingame@tsgglobal.com

Pacific Standard Time



For technical issues or for issues specifically concerning the Odyssey Network, Voice, API, and general technical services, please use the Level III Support contact.

You should create a support ticket before escalating your issue to Level III Support. After Hours calls must call twice in order to bypass after hours settings.

Mike Burlingame

Support Level: 3
network, support

- +1 617 500 4100 x
- +1 360 450 6178
- +1 360 430 2239 (call twice after hours)
- mike.burlingame@tsgglobal.com
- Pacific Standard Time

NOC 24 Hour Help

Support Level: 3
Emergency After Hours Help and Support

- +1 800 875 8008
- noc@tsgglobal.com







For technical issues or for issues specifically concerning the Odyssey Network, Voice, API, and general technical services, please use the Level III Support contact.

You should create a support ticket before escalating your issue to Level III Support. After Hours calls must call twice in order to bypass after hours settings.

Noah Rafalko

Support Level: 4
sales, marketing

-  -1 617 500 4100
-  -1 617 500 2900
-  +1 617 592 2064
-  noahrafalko@tsgglobal.com
-  Eastern Standard Time