



Trouble Reporting & Escalation Path

Carrier Escalation

TDS NMO (NOC) 1-888-790-1216.

If possible, please have your affected circuit ID(s) and ticket number available when calling.

Technical and service-related issues are addressed by our Network Management Operations Team. They will take ownership of the issue, create a ticket, investigate the reported symptoms, and take appropriate action to ensure timely resolution.

1st Level Escalation	If you are not satisfied with the updates or resolution provided by the technician working your ticket, please have your ticket number available (if possible) and request to speak to the Supervisor on Duty. This person is available 24x7x365.				
2nd Level Escalation	<table><tr><td>Garret Beauchemin <i>Associate Manager – 1st Shift</i> TDS NOC 541-803-8837 Office 541-390-0038 Cell garret.beauchemin@tdstelecom.com</td><td>John Scheffler <i>Associate Manager – 2nd Shift</i> TDS NOC 608-664-4420 Office 608-609-3177 Cell john.scheffler@tdstelecom.com</td></tr><tr><td>Dave Patoch <i>Associate Manager – 3rd Shift</i> TDS NOC 608-664-0317 Office 608-520-3927 Cell dave.patoch@tdstelecom.com</td><td></td></tr></table>	Garret Beauchemin <i>Associate Manager – 1st Shift</i> TDS NOC 541-803-8837 Office 541-390-0038 Cell garret.beauchemin@tdstelecom.com	John Scheffler <i>Associate Manager – 2nd Shift</i> TDS NOC 608-664-4420 Office 608-609-3177 Cell john.scheffler@tdstelecom.com	Dave Patoch <i>Associate Manager – 3rd Shift</i> TDS NOC 608-664-0317 Office 608-520-3927 Cell dave.patoch@tdstelecom.com	
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3rd Level Escalation	Jon Steen <i>Manager – Network Management Operations (NOC)</i> 608-664-4264 Office 608-343-4504 Cell jon.steen@tdstelecom.com				
4th Level Escalation	Jeff Mand <i>Director – Network Configuration & Technical Support</i> 608-664-4157 Office 608-445-8255 Cell jeffrey.mand@tdstelecom.com				

Please allow at least 15 minutes for each contact to respond before proceeding to the next escalation level.