

Customer Escalation List

Technical Support

Technical Operations Center (TOC) | Escalation Level 1

Email - Legacy USS: toc@ussignal.com

Email - Legacy ON: servicedesk@oneneck.com

Phone Number - Legacy USS: 888.663.1700

Phone Number - Legacy ON: 800.272.3077

Technical Operations Supervisor

Escalation Supervisor | Escalation Level 2

Email: escalations@ussignal.com

Phone Number: 616.233.5002

Director of Technical Operations

Benjamin Hickey | Escalation Level 3

Email: bhickey@ussignal.com

Phone Number: 616.233.5050

VP of Support Operations

Killian Smith | Escalation Level 4

Email: ksmith@ussignal.com

Phone Number: 616.233.5036

Sr. VP of Customer Experience

Jimmy Keese | Escalation Level 5

Email: jkeese@ussignal.com

Phone Number: 616.233.5010

