

CUSTOMER ESCALATION LIST

Operations

Services

Director of Services and Operations

DAVEN WINANS / Escalation Level 2

Email: dwinans@ussignal.com
Direct / Office Number: 616.233.7092
Cell Number: 616.258.0925

Executive Director of Support Operations

KILLIAN SMITH / Escalation Level 3

Email: ksmith@ussignal.com
Direct / Office Number: 616.233.7280
Cell Number: 586.850.3022

EVP of Operations

DERRIN RUMMELT / Escalation Level 4

Email: drummelt@ussignal.com
Direct / Office Number: 616.233.7292
Cell Number: 616.401.4404

Technical Operations Center

Technical Operations Center

Escalation Level 1

Email: TOC@ussignal.com
Direct / Office Number: 888.663.1700

Supervisor of Technical Operations

ZACK MCCORMICK / Escalation Level 2

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Direct / Office Number: 616.233.5056
Cell Number: 616.988.4702

TOC Maintenance Manager

BENJAMIN HICKEY / Escalation Level 3

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Cell Number: 616.233.5050

Executive Director of Support Operations

KILLIAN SMITH / Escalation Level 5

Email: ksmith@ussignal.com
Direct / Office Number: 616.233.7280
Cell Number: 586.850.3022

EVP of Operations

DERRIN RUMMELT / Escalation Level 6

Email: drummelt@ussignal.com
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Project Management

Dedicated Project Manager

Escalation Level 1

Contact information provided at onboarding

Manager of Project Management

STACEY WESORICK / Escalation Level 2

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EVP of Operations

DERRIN RUMMELT / Escalation Level 3

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Service Delivery

Service Delivery Supervisor

TAMMY BROWN / Escalation Level 1

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Cell Number: N/A

VP of Sales Operations

CHAD HOHENDORF / Escalation Level 2

Email: Chohendorf@ussignal.com
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Security

Security Operations Center

Escalation Level 1

Email: SOC@ussignal.com
Direct / Office Number: 616.233.5701

Director of Information Security

NICK DEFOE / Escalation Level 2

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Cell Number: 616.929.0002

Chief Information Security Officer

TREVOR BIDLE / Escalation Level 3

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