

MACD – Level 1	30 Min.	1 Hour	2 Hours	4 Hours	6 Hours	8 hours	12 Hours	1 bus. Day	2 bus. Days	3 bus. Days
Move/ Add/Change/ Delete Request									Tech Support Manager	Engineering Dept.
MACD – Level 2	30 Min.	1 Hour	2 Hours	4 Hours	6 Hours	8 hours	12 Hours	1 bus. Day	2 bus. Days	3 bus. Days
Expedited MAC request (additional charges applied)								Tech Support Manager	Engineering Dept.	

Repair – Level 1	30 Min.	1 Hour	2 Hours	4 Hours	6 Hours	8 Hours	12 Hours	1 bus. Day	2 bus. Days	3 bus. Days
Degraded service affecting Single user				Tech Support Manager	Engineering Dept		VP	CTO		
Repair – Level 2	30 Min.	1 Hour	2 Hours	4 Hours	6 Hours	8 Hours	12 Hours	1 bus. Day	2 bus. Days	3 bus. Days
Degraded service affecting Multiple users			Tech Support Manager	Engineering Dept	VP	CTO		CEO		
Repair – Level 3	30 Min.	1 Hour	2 Hours	4 Hours	6 Hours	8 Hours	12 Hours	1 bus. Day	2 bus. Days	3 bus. Days
Service outage affecting Single user		Tech Support Manager	Engineering Dept	VP, CTO		CEO				
Repair – Level 4	30 Min.	1 Hour	2 Hours	4 Hours	6 Hours	8 Hours	12 Hours	1 bus. Day	2 bus. Days	3 bus. Days
Service outage affecting Multiple users	Tech Support Manager & Engineering Dept	VP, CTO	CEO							

Contact Name	Position Title	Phone Number	E-mail Address
Engineering Dept			engineering@epiknetworks.com
Nilima Patel	Tech Support Manager	416.479.5404	npatel@epiknetworks.com
Tech Support Dept		1.866.353.9333 (then press 1)	support@epiknetworks.com
Ash Ahmad	VP Operations	416.479.5489	aahmad@epiknetworks.com
Regan Kerry	CTO	416.855.7650	regan@epiknetworks.com
Andrew Gyenes	CEO	416.564.9359	andrew@epiknetworks.com

For all MACD (move, add, change, delete) work and repair issues, please [submit a ticket online](http://tickets.epiknetworks.com) via the Epik Ticketing System at <http://tickets.epiknetworks.com>. You may follow up on a particular ticket by calling the Help Desk at 1-866-353-9333 (Option *). The above Escalation chart is applied automatically to all open tickets. For example, adding a new user to your account is a MACD request. The Help Desk strives to complete this request within two business days, which is the time allotted for MACD work. If the two days have passed without resolution, our system will automatically escalate the ticket to the Manager. As per the chart above, Manager has 24 hours to resolve the issue. Our system will escalate the ticket after 48hrs to the next person, who in this case would be the Engineering Dept.