



Sales Contact List:

Account Manager:	Tim Lawrence	518-588-6535	tlawrence@fibertech.com
Sales Manager:	Curt Fox	203-775-5498	cfox@fibertech.com
VP Sales & Mktg	Mike Hurley	585-697-5104	mhurley@fibertech.com
SE Mgr	Tom Perrone	585-697-5170	tperrone@fibertech.com

EMERGENCY ESCALATION LIST

If you are experiencing an outage condition, degradation of service or damage on your network, please contact Fibertech Networks at our 24/7 Network Operations Center:

1-800-497-5578

When reporting an emergency, you must provide the following information:

- : Name of the company making the report
- : Name of contact person reporting the problem
- : Telephone number to call back to with status updates
- : Location(s) with the problem
- : Location(s) contact name with phone, pager, or cellular number
- : Location(s) access instructions, if required
- : The fiber or port number with the problem
- : Description of the problem with as much detail as possible
- : Time and date the problem occurred or started
- : If appropriate, a statement that an emergency exists and that a problem presents a threat to the property of the customer, Fibertech, or a third party

If you feel that you are not receiving adequate technical support you may escalate to the following Fibertech individuals:

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| 1) Jason Briggs – NOC Manager | 585-697-5163 (office)
585-613-2310 (cell) |
| 2) Troy Mason – Director of Network Operations | 585-697-5154 (office)
585-261.8669 (cell) |

- 3) Earl Ipsaro – VP Engineering
585-697-5103 (office)
585-350-9215 (cell)
- 4) Gary Muisus – VP Construction
585-697-5137 (office)
585-303-8553 (cell)
- 5) Mike Brown – VP Network Operations
585-697-5150 (office)
585-202-4375 (cell)
- 6) Frank Chiaino – Chief Operating Officer
585-697-5105 (office)
585-202-4370 (cell)
- 7) John Purcell – President & CEO
585-697-5101 (office)
585-586-0367 (home)

10/1/2009