

QUS ESCALATION PROCESS

UPS & Battery Preventive & Emergency Service
24/7/365 with additional live answering service



1.800.755.6492

Press Option 5 | Emergency Dispatch

Press Option 3 | PM Scheduling

Provide the following info: Address & Site Contact Info: Make | Model | Serial # or Client Identifier | Alarm Type

Dedicated Strategic Accounts Analysts Team Email Box

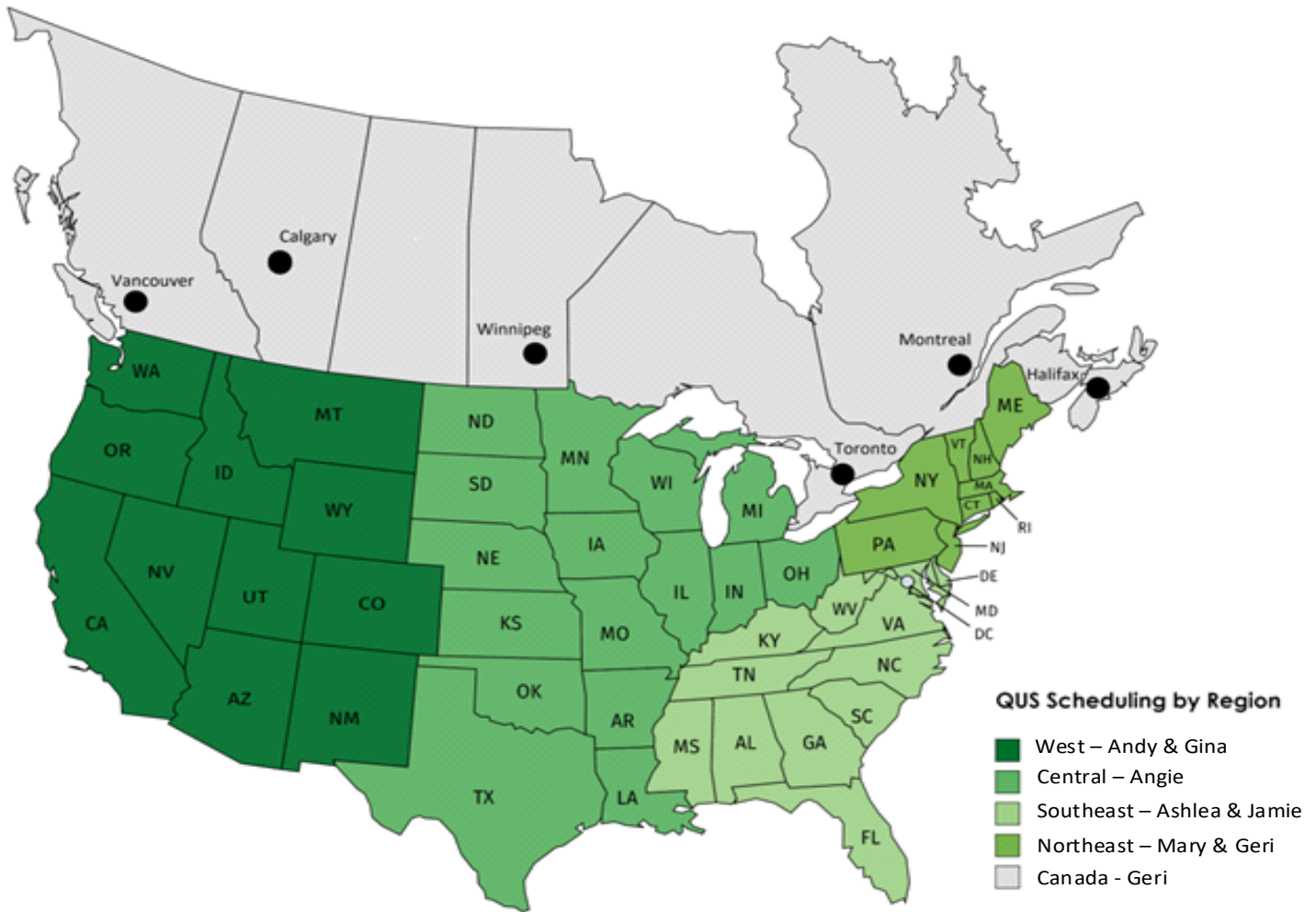
customersupport@qualityuptime.com	This dedicated group email should be used for general inquiries, quote requests & field service report requests. **Please CC Account Manager and Inside Sales Rep on all requests
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Customer Care - Scheduling

	Casandra D'Amato , Manager, Customer Care	203-740-4253 M 475-218-2311 cdamato@qualityuptime.com
Central	Angie Dickson , Service Coordinator	469-215-9819 adickson@qualityuptime.com
Northeast	Mary Ebauer , Service Coordinator	908-528-7998 mebauer@qualityuptime.com
Northeast & Canada	Geri Padron , Service Coordinator	732-566-4700 M 732-589-2850 gpadron@sonomats.com
West	Andy Goehring , Service Coordinator (NW) Gina Salazar , Maintenance Coordinator (SW)	203-209-3841 agoehring@qualityuptime.com 346-545-3447 gsalazar@qualityuptime.com
Mid-Atlantic & Southeast	Ashlea Wheeler , Service Coordinator Jamie Moon , Service Coordinator	903-991-0484 awheeler@qualityuptime.com 401-602-9172 jmoone@qualityuptime.com
National	Gina Salazar , Maintenance Coordinator	346-545-3447 gsalazar@qualityuptime.com

Field Operations - Field Service Escalation Contacts

FSR@qualityuptime.com	Field Service Report Centralized Email – After each PM, a report is sent automatically. In the event you didn't receive, use this email to request one sent to you.	
VP, Field Operations	Patrick VanTassell , VP Field Operations	(845) 551-4915 PVanTassell@qualityuptime.com
Regional Field Ops.	Michael Smith , Regional Manager, NorCal	209-915-9670
	David Nasic , Regional Manager, Mid-Atlantic	540-623-3832
	Dan Cloud , Southeast Regional Manager	203-543-6587
	William Flores , Southwest Regional Manager	203-243-4979
	Tim Walsh , Northeast Regional Manager	484-375-6487
	Michael Carson , Central Regional Manager	203-885-3555
Account Manager	Please contact your account manager	
Escalation	Kody Pike , VP, Operations	404-858-9625 kpike@qualityuptime.com
	Jessica Tarrant , Vice President, Sales	703-328-3503 Jtarrant@qualityuptime.com



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Scheduling Escalations	Cassandra D’Amato , Manager, Customer Care	203-740-4253 M 475-218-2311 cdamato@qualityuptime.com
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