



XTIUM Customer Escalation Guide

XTIUM is here to deliver. But if something's off track, this guide helps you escalate issues quickly and effectively.

Getting you the right attention at the right level—fast!

How it works:

- **Clear escalation paths:** Choose the right track (technical, project, success, security, porting).
- **Three levels of support:** Manager → Director → Executive.
- **Peer-to-peer:** Escalate to your counterpart. Directors contact Directors, Executives to Executive, etc.
- **Step-by-step escalation:** Start at Level 1 and move up only as needed—don't simultaneously escalate at all levels.

Incident / Break-Fix Escalations

Use this track for service-impacting issues, outages, or urgent technical matters.

Escalation Level	Role	Contact Method
Level 0	XTIUM Support	1 (888) 77XTIUM
Level 1 – Manager	Incident Ops Managers	incident.ops.escalation@xtium.com +1 (610) 510-8509
Level 2 – Director	Director Escalation	director.escalation@xtium.com +1 (610) 553-3329
Level 3 – Executive	Executive Escalation	executive.escalation@xtium.com +1 (610) 298-9369

Security and MDR Services

Use this track for service-impacting issues, outages, or urgent security matters.

Escalation Level	Role	Contact Method
Level 0	Security Operations Center	+1 (914) 984-2470
Level 1 – Manager	SOC Managers	soc.manager.escalation@xtium.com
Level 2 – Director	Director Escalation	soc.director.escalation@xtium.com
Level 3 – Executive	Executive Escalation	executive.escalation@xtium.com +1 (610) 298-9369





Customer Success Escalations

Use this track for challenges with account management, roadmap alignment, or overall customer experience.

Escalation Level	Role	Contact Method
Level 1 – Manager	Customer Success Manager	Assigned CSM
Level 2 – Director	CSM Leadership Escalation Team	csm.director.escalations@xtium.com +1 (610) 557-1506
Level 3 – Executive	SVP, Customer Success	Ben Silver ben.silver@xtium.com +1 (952) 452-1561

Service Installation / Project Management Escalations

Use this track for project delays, lack of coordination, or delivery-related concerns.

Escalation Level	Role	Contact Method
Level 1 – Manager	Project Manager	Assigned PM
Level 2 – Director	Sr. Director, PMO	Stephanie Gough stephanie.gough@xtium.com +1 (603) 305-1787
Level 3 – Executive	SVP, Professional Services	Marc Lacroix marc.lacroix@xtium.com +1 (703) 400-0390

Porting Escalations

Use this track for delays or issues related to number porting or provisioning of telephony services.

Escalation Level	Role	Contact Method
Level 1 – Manager	Porting Team	Brad Reidnauer brad.reidnauer@xtium.com +1 (610) 451 7610
Level 2 – Director	Delivery Director	Ben Markus ben.markus@xtium.com +1 (612) 201 9003
Level 3 – Executive	Executive Escalation	Marco Rua marco.rua@xtium.com +1 (215) 990-9217

