

| Project Management Managed Services | | |
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| Paul Bloom 3 rd Level Escalation Vice President, Operations | Office: 212.849.2220 Cell: 646.235.6650 | pbloom@bcmone.com |

| Project Management/Implementation UCaaS Services Ent | | |
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| Project Management SIP Services/UCaaS SMB Implementation | | |
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| Complex Order Escalations | | |
|---|--|--|
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| Fast Track Order Escalations | | |
|---|--|--|
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Support Escalation List

Account Support/General Sales Inquiries:
customercare@bcmone.com | 1-888-543-2000
ServiceRelated Issues (24/7):
troubleticket@bcmone.com | 1-888-543-2000, option 1

| Data & Managed Services | | |
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| UCaaS/Hosted Voice | | |
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| TDM Services | | |
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