



## ESCALATION LIST – 2025

### Trouble Reporting/Escalation

|              |                                                                                                                             |                                          |
|--------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| First Level  | NOC (24x7x365)<br><a href="mailto:noc@irisnetworksusa.com">noc@irisnetworksusa.com</a>                                      | 877.685.0643                             |
| Second Level | John Housley<br>Operations Supervisor<br><a href="mailto:jhousley@irisnetworksusa.com">jhousley@irisnetworksusa.com</a>     | 615.406.9113 Cell                        |
| Third Level  | Drew Cannon<br>Director of Operations<br><a href="mailto:dcannon@irisnetworksusa.com">dcannon@irisnetworksusa.com</a>       | 731.414.1621 Cell                        |
| Fourth Level | Eli Champion<br>Director of Engineering<br><a href="mailto:echampion@irisnetworksusa.com">echampion@irisnetworksusa.com</a> | 615.622.2970 Office<br>931.273.1917 Cell |
| Fifth Level  | Chris Harris<br>VP Engineering & Operations<br><a href="mailto:charris@irisnetworksusa.com">charris@irisnetworksusa.com</a> | 615.714.1052 Cell                        |
| Sixth Level  | Chris Clark<br>CEO/President<br><a href="mailto:cclark@irisnetworksusa.com">cclark@irisnetworksusa.com</a>                  | 615.906.3564 Cell                        |

### Provisioning

|              |                                                                                                                                                         |                                          |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| First Level  | Connor Radeck<br>Systems Specialist II<br><a href="mailto:cradeck@irisnetworksusa.com">cradeck@irisnetworksusa.com</a>                                  | 615.622.2970 Office<br>931.273.1917 Cell |
| Second Level | Kris Schachtschneider<br>Manager of Client Services<br><a href="mailto:kschachtschneider@irisnetworksusa.com">kschachtschneider@irisnetworksusa.com</a> | 615.425.2306 Office<br>615-948-3113 Cell |
| Third Level  | Eli Champion<br>Director of Engineering<br><a href="mailto:echampion@irisnetworksusa.com">echampion@irisnetworksusa.com</a>                             | 615.622.2970 Office<br>931.273.1917 Cell |

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