Escalation List – 2026

Trouble Reporting/Escalation

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

Provisioning

First Level	Connor Radeck *Systems Specialist II* cradeck@irisnetworksusa.com	615.622.2967 Office 513.259.6338 Cell
Second Level	Kris Schachtschneider *Manager of Client Services* kschachtschneider@irisnetworksusa.com	615.425.2306 Office 615.948.3113 Cell
Third Level	Eli Champion *Director of Engineering* echampion@irisnetworksusa.com	615.622.2970 Office 931.273.1917 Cell

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