

Procedure for reporting a Service Request:

- e-mail:** All non-emergency issues should be initially submitted via e-mail to service@icgi.com. An automatic e-mail response with your Service Ticket Number will be generated. We will address these requests on a first-come, first-served basis. *Please do not report the same issue multiple times via e-mail*, as this will generate multiple Service Tickets for the same problem.
- Phone:** Urgent matters (i.e. network is down) should be reported immediately via phone to (888) 809-4685 or (305) 463-4000 for prioritized response. If it is determined that an issue is NOT urgent, the caller/end user will be instructed to submit the request via e-mail. We welcome calls to the Virtual Service Desk to inquire into the status of an existing Service Ticket if you have not been contacted after a couple hours of reporting the request via e-mail.
- Technical Lead:** If timely and effective resolution to a Service Ticket is not realized, escalation to your Technical Lead Engineer is merited. *Please do not report issues directly to your Technical Lead without first reporting the matter via e-mail and/or phone to the VSD. If you must contact your Technical Lead directly, please use the Direct Dial number provided in your Contact / Escalation List.* All work reported directly to your Technical Lead Engineer will be considered Emergency Support and will command billing above and beyond your Managed Services Plan contract. If a Service Ticket is escalated to your Technical Lead, he/she will contact an Authorized Representative from your organization to discuss the most effective means to address the matter. Special on-site visits should always be the last resort.
- Client Relationship Manager (CRM):** Business owners and Authorized Client Representatives should escalate any matters that require special attention to their CRM. Your CRM will also be in frequent contact with you to ensure that all pertinent IT matters are communicated clearly and addressed accordingly. It is imperative that the CRM be kept informed of any and all pertinent matters so that he/she can ensure that ICG is responding and reacting with the proper sense of urgency. Please feel free to copy your CRM on e-mail communications.