



## Granite CALNET Customer Escalation Process

**Escalation Timeline:** After 60 minutes escalate to the next level if there is no movement.

### Service Failures

Level	Name	Title	Office Number	Cell Number	Email
1	Tyler Williams	Supervisor of Government Accounts	401-642-2451	914-400-7533	twilliams@granitenet.com
2	Matt Forrest	Senior Manager of Government Accounts	617-837-5634	781-626-3505	mforrest@granitenet.com
3	Steve Iannacone	VP of Government Operations	617-953-5518	617-501-2582	siannacone@granitenet.com

### Specific Customer issues within the Contractor's organization

Level	Name	Title	Office Number	Cell Number	Email
1	Tyler Williams	Supervisor of Government Accounts	401-642-2451	914-400-7533	twilliams@granitenet.com
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