FORERUNNER TECHNOLOGIES, INC. COMMUNICATION SOLUTIONS SIMPLIFIED

Forerunner Technologies Customer Service

1-855-378-3282

Hours of Operation 7:30am to 5:30pm EST Monday - Friday

Introduction:

Forerunner strives to provide first class customer service. The process is designed to provide all of our customers with timely and professional assistance. We've designed the process based on feedback from our customers, and we strive to exceed your expectations. Below is an outline of the process and escalations if needed to get the assistance you need and to resolve the problem as quickly as possible.

The Forerunner Technologies Customer Service Center:

We manage all customer issues through our Customer Service Department. The Customer Service Department provides you with a single point of contact within Forerunner Technologies to make communication simple and easy. Our customer service staff will ensure that the right people and resources are provided to resolve your issue. This will be done at the appropriate level of priority based on the issue reported.

The Process:

During Operation Hours of 7:30am to 5:30pm EST Monday – Friday, please Call Customer Service at 1-855-378-3282 or E- Mail to service@frtinc.com

The Customer Service Rep will document the issue, enter a service ticket, and give you your incident number. This Incident number is referenced by all Forerunner team members and will provide the most accurate and timely status. Forerunner will triage the situation and, if possible, repair the issue remotely or dispatch a Field Tech out to site to resolve the issue.

Escalation Process

If you experience an issue or problem with any of the services Forerunner Technologies has provided to you, or your issue is not resolved in a timely manner, there is a clear process you can follow to escalate the issue to a manager or executive.

The Escalation Process desires to:

- Identify the escalation points within Forerunner Technologies.
- Identify specific contact points for use at each stage including responsibilities of Forerunner Technologies personnel.
- Identify what you can expect from Forerunner Technologies while we are working to resolve your service issue.

We also provide Emergency After-Hours Service to report or check on issues such as a Down System.

Call the Same Customer Service Number at 1-855-378-3282

You will then be routed to Forerunner's after hour service desk. If you do not receive a response in a timely manner, please use the **Escalation List** below to ensure proper attention is provided.

Escalation Level	*Contact Name*	*Title*	*Office Number*	*Cell Phone*	*Email Address*
Level 1	Debbie Gagne	Service Coordinator (7:30am – 5:30pm, EST)	631.892.3735	N/A	Debbie.Gagne@frtinc.com
Level 2	Manny Valdez	NOC Supervisor	682.267.4826	972.467.4338	Manny.valdez@frtinc.com
Level 3	Jason Temple	Director of Technical Services	601.709.5309	601.720.9931	Jason.Temple@frtinc.com
Level 4	Mark Gotlieb	Director of Managed Services	469.680.3795	214.497.7630	Mark.Gotlieb@frtinc.com
Level 5	Dennis Williamson	VP of Operations	631.892.3749	516.497.1610	Dennis.williamson@frtinc.com
Level 6	Rick Taylor	EVP of Sales and Marketing	631.892.3721	631.796.4142	Rick.Taylor@frtinc.com
Level 7	Chris Gibbons	EVP of Business Development	631.892.3710		Chris.Gibbons@frtinc.com