

## Forerunner Technologies, Inc. - Customer Service

**1-855-378-3282**

**Hours of Operation 7:30 a.m. to 5:30 p.m. EST Monday – Friday**

**Introduction:**

Forerunner Technologies, Inc. strives to provide first class Customer Service. The process is designed to provide all our customers with timely and professional assistance. The designed process is based on feedback from our customers, and we strive to exceed your expectations. This will help resolve an issue or any requests in a timely manner. Below is the escalation if there are any needs.

**The Forerunner Technologies, Inc. Customer Service Center:**

We manage all customer requests through our Customer Service Department. This Department provides you with a single point of contact within Forerunner Technologies, allowing communications simple and easy. Our customer service staff will ensure that the right people and resources are provided to resolve your requests.

**The Process:**

During Operation Hours of 7:30 a.m. to 5:30 p.m. EST Monday – Friday, please call Customer Service at 1-855-378-3282 or email to [support@ftrinc.com](mailto:support@ftrinc.com).

The Customer Service rep will document the request, enter a service ticket, and provide that information to you for reference. This reference number is used by all team members to provide the most accurate and timely updates. Forerunner will look at each request and, if possible, remotely work the request and or dispatch a Field Technician out to site to complete the request at hand.

**After hours Escalation Process:**

If you experience an issue or problem after hours with any of the services Forerunner Technologies, Inc. has provided to you, or your request is not completed in a timely manner, below is the escalation contacts to reach out to escalate the request/issue.

Here at Forerunner Technologies, Inc. we strive to provide the highest level of industry support, caring for our customer requests or concerns as if they are our own.

**For Emergency After-Hours Service requests or request status, please utilize the below number.**

**Call 1-855-378-3282**

**You will then be routed to Forerunner’s after-hours 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.**

<i>Escalation Level</i>	<i>Contact Name</i>	<i>Title</i>	<i>Office Number</i>	<i>Cell Phone</i>	<i>Email Address</i>
Level 1	Manny Valdez	Engineering Support Supervisor	682 267 4826	972 467 4338	<a href="mailto:manny.valdez@ftrinc.com">manny.valdez@ftrinc.com</a>
Level 2	Mark Gotlieb	Director of Support Engineering	469 680 3795	214 497 7630	<a href="mailto:mark.gotlieb@ftrinc.com">mark.gotlieb@ftrinc.com</a>
Level 3	Jason Temple	Director of Technical Services	601 709 5309	601 720 9931	<a href="mailto:jason.temple@ftrinc.com">jason.temple@ftrinc.com</a>
Level 4	William Angrilla	EVP of Operations	919 655 1624	919 868 2751	<a href="mailto:william.angrilla@ftrinc.com">william.angrilla@ftrinc.com</a>