

# Forerunner Technologies Customer Service

## 1-855-378-3282

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

### Introduction:

If you experience an issue or problem with any of the services Forerunner Technologies provides to you, there is a clear **Escalation Process** you can follow to get the assistance you need and to resolve the problem as quickly as possible. We've designed the process based on feedback from our customers, and we strive to exceed your expectations. 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 provide an industry standard **Escalation Process** that has been designed to manage and resolve any situation to exceed the level of service

### 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 with Forerunner Technologies to make communication simple and easy. Forerunner Technologies' 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 [support@ftrinc.com](mailto:support@ftrinc.com).

The customer Service Rep will take your report of 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 clear the issue.

If your issue is not resolved in a timely manner, please use the **Escalation List** below to assist and ensure the proper attention is provided.

**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

Select option 4 from the Auto Attendant, and you will then be routed to the On Call Tech. 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	Debbie Gagne	Service Coordinator	631.892.3735	N/A	<a href="mailto:Debbie.Gagne@ftrinc.com">Debbie.Gagne@ftrinc.com</a>
Level 2	Chris Swinford	TAC Supervisor	256.562.5125	256.658.9696	<a href="mailto:Chris.Swinford@ftrinc.com">Chris.Swinford@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	Jim Hurst	VP of Engineering	256.562.5117	256.945.0139	<a href="mailto:Jim.Hurst@ftrinc.com">Jim.Hurst@ftrinc.com</a>