

VA-191201-LN Contacts

Account Manager:

Scott Rodgers

Scott.Rodgers@segra.com

(804)-640-3261

Sales Contact:

Scott Rodgers

Scott.Rodgers@segra.com

(804)-640-3261 (cell)

Reporting Contacts:

Bret Phillips

Bret.Phillips@Segra.com

(540)-941-3905

Or

Crystal Wells

Crystal.Wells@Segra.com

540-949-5222

Operational Contacts:

Monday-Friday 8-5		
Escalation Level	Stakeholder	Contact Information
2nd	CNOC Team Lead(s)	cnocescalations@segra.com
3rd	Manager of CNOC	Gay Sterman - 5402419097 or gay.sterman@segra.com
4th	Senior Manager of CNOC	Andrea Redfern - 8644155269 or andrea.redfern@segra.com
5th	Senior Director of Care	Nicole Price - 8034178856 or nicole.price@segra.com

After Hours		
Escalation Level	Stakeholder	Contact Information
1st	Scheduled CNOC Resource	833GOSEGRA (8334673472-Option 2)
2nd	CNOC Tier II On-Call/Scheduled Resource	833GOSEGRA (8334673472-Option 2)- Request Tier II Resource
3rd	Manager of CNOC	Gay Sterman - 5402419097
4th	Senior Manager of CNOC	Andrea Redfern - 8644155269
5th	Senior Director of Care	Nicole Price - 8034178856