

## VA-191201-LN Contacts

### Account Manager:

Scott Rodgers

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(804)-640-3261

### Sales Contact:

Scott Rodgers

[Scott.Rodgers@segra.com](mailto:Scott.Rodgers@segra.com)

(804)-640-3261 (cell)

### Reporting Contacts:

Bret Phillips

[Bret.Phillips@Segra.com](mailto:Bret.Phillips@Segra.com)

(540)-941-3905

Or

Crystal Wells

[Crystal.Wells@Segra.com](mailto:Crystal.Wells@Segra.com)

540-949-5222

### Operational Contacts:

| Monday-Friday 8-5 |                         |  |
|-------------------|-------------------------|--|
| Escalation Level  | Stakeholder             | Contact Information  |
| 2nd               | CNOC Team Lead(s)       | <a href="mailto:cnocescalations@segra.com">cnocescalations@segra.com</a>                                 |
| 3rd               | Manager of CNOC         | Gay Stermann - 5402419097<br>or <a href="mailto:gay.sterman@segra.com">gay.sterman@segra.com</a>         |
| 4th               | Senior Manager of CNOC  | Andrea Redfern - 8644155269<br>or <a href="mailto:andrea.redfern@segra.com">andrea.redfern@segra.com</a> |
| 5th               | Senior Director of Care | Nicole Price - 8034178856<br>or <a href="mailto:nicole.price@segra.com">nicole.price@segra.com</a>       |

| 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)-<br>Request Tier II Resource |
| 3rd              | Manager of CNOC                         | Gay Stermann - 5402419097                                     |
| 4th              | Senior Manager of CNOC                  | Andrea Redfern - 8644155269                                   |
| 5th              | Senior Director of Care                 | Nicole Price - 8034178856                                     |