

## Aspen Technology Group Inc

### G.3.4.1 CALNET CMO Escalation Process

#### Global Contract Issues

Level	Name	Title	Office Number	Cell Number	Email
1	Jason Kealoha	Customer Svc Ctr Mgr.	520.981.2336	520.981.2336	<a href="mailto:jkealoha@itsaspen.com">jkealoha@itsaspen.com</a>
2	Dave O'Rourke	Operations Executive	970.628.3212	512.913.1350	<a href="mailto:dave@itsmorse.com">dave@itsmorse.com</a>
3	Kennedy Pereira	CRO & Program Mgr.	408.623.7224	408.623.7224	<a href="mailto:kpereira@itsaspen.com">kpereira@itsaspen.com</a>

#### Service Failures

Level	Name	Title	Office Number	Cell Number	Email
1	Jason Kealoha	Customer Svc Ctr Mgr.	520.981.2336	520.981.2336	<a href="mailto:jkealoha@itsaspen.com">jkealoha@itsaspen.com</a>
2	Dave O'Rourke	Operations Executive	970.628.3212	512.913.1350	<a href="mailto:dave@itsmorse.com">dave@itsmorse.com</a>
3	Kennedy Pereira	CRO & Program Mgr.	408.623.7224	408.623.7224	<a href="mailto:kpereira@itsaspen.com">kpereira@itsaspen.com</a>

#### Specific Customer issues within the Contractor's organization

Level	Name	Title	Office Number	Cell Number	Email
1	Jason Kealoha	Customer Svc Ctr Mgr.	520.981.2336	520.981.2336	<a href="mailto:jkealoha@itsaspen.com">jkealoha@itsaspen.com</a>
2	Dave O'Rourke	Operations Executive	970.628.3212	512.913.1350	<a href="mailto:dave@itsmorse.com">dave@itsmorse.com</a>
3	Kennedy Pereira	CRO & Program Mgr.	408.623.7224	408.623.7224	<a href="mailto:kpereira@itsaspen.com">kpereira@itsaspen.com</a>

# CALNET Customer Escalation Process

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### Service Category 27 – Cloud Contact Center

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	Service Desk	Tech on Duty	(833) 626.0210 support@aspentgi.com
<b>2<sup>nd</sup> Level</b>	Mike Downs	Dir. Public Sector	916.715.9315 mdowns@itsaspen.com
<b>3<sup>rd</sup> Level</b>	Jason Kealoha	Customer Svc. Mgr.	520.981.2336 jkealoha@itsaspen.com
<b>4<sup>th</sup> Level</b>	Dave O'Rourke	Operations Executive	512.913.1350 dorourke@aspentgi.com

### Service Category 28 – Professional Services

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	Service Desk	Tech on Duty	(833) 626.0210 support@aspentgi.com
<b>2<sup>nd</sup> Level</b>	Mike Downs	Dir. Public Sector	916.715.9315 mdowns@itsaspen.com
<b>3<sup>rd</sup> Level</b>	Jason Kealoha	Customer Svc. Mgr.	520.981.2336 jkealoha@itsaspen.com
<b>4<sup>th</sup> Level</b>	Dave O'Rourke	Operations Executive	512.913.1350 dorourke@aspentgi.com