

Ventus Technical Support Center Escalation List

Escalation	Role	Name	Office	Cell	Email
1 st Line	Technical Support Specialist I	Technical Support	800-620-3586	N/A	helpdesk@ventusgns.com
2 nd Line	Technical Support Specialist II	Technical Support	800-620-3586	N/A	helpdesk@ventusgns.com
3 rd Line	Senior Technical Support Specialist	Albert Charles	800-620-3586	N/A	albert.charles@digi.com
	Senior Technical Support Specialist	Robert Viscardi	800-620-3586	N/A	robert.viscardi@digi.com
	Senior Technical Support Specialist	Mark Perry	800-620-3586	N/A	mark.perry@digi.com
4th Line	Supervisor	Erin Bailey	203-642-2764		erin.bailey@digi.com
	Supervisor	Majeed Mohammed	203-642-2786		majeed.mohammed@digi.com
5th Line	Director	Jerry Cuevas Jr.	203-642-2734		jerry.cuevasjr@digi.com

***Please Cc helpdesk@ventusgns.com on all emails

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