



CUSTOMER SERVICE

Business Relations Tier I (Monday-Friday, 7:00am-7:00pm)		888.808.6111	businessreps@telesystem.us
Ruth Potter	Manager, Business Relations	419.724.3707	rpotter@telesystem.us
Kerri Wiley	Director, Network Support	419.724.3804	kwiley@telesystem.us
Denton Parson	C.O.O. E.V.P.	419.724.3864	dparson@telesystem.us
John Martin	President	419.724.3860	martin@telesystem.us

TECHNICAL SUPPORT

Tier II (24/7)		888.808.6111	
Mike O'Brien	Manager, Tier II Client Care	610.355.9765	mobrien@telesystem.us
Kerri Wiley	Director, Network Support	419.724.3804	kwiley@telesystem.us
Denton Parson	C.O.O. E.V.P.	419.724.3864	dparson@telesystem.us

TIER III / NETWORK OPERATIONS

Dan King	Tier III Supervisor	419.724.5853	dking@telesystem.us
Andy O'Leary	Tier III Manager	419.724.3853	aoleary@telesystem.us
Kerri Wiley	Director, Network Support	419.724.3804	kwiley@telesystem.us
Denton Parson	C.O.O. E.V.P.	419.724.3864	dparson@telesystem.us

INSTALLATION

Todd Crooks	Installation Supervisor	419.724.3881	tcrooks@telesystem.us
Kerri Wiley	Director, Network Support	419.724.3804	kwiley@telesystem.us
Denton Parson	C.O.O. E.V.P.	419.724.3864	dparson@telesystem.us

SERVICE DELIVERY

Jessica Pitzen	Service Delivery Manager	419.724.3815	jpitzen@telesystem.us
Brian Reachard	Manager, Operations Engineering & Service Delivery	610.355.9783	breachard@telesystem.us
Chris Schrader	Director, Service Delivery	610.355.9703	cschrader@telesystem.us
Denton Parson	C.O.O. E.V.P.	419.724.3864	dparson@telesystem.us

DIRECT SALES

Robert Martin	Director, Sales	419.724.7636	robmartin@telesystem.us
Bruce Wirt	E.V.P., Chief Business Development Officer	610.355.9739	bwirt@telesystem.us
John Martin	President	419.724.3860	jmartin@telesystem.us

INDIRECT SALES

Regional Channel Manager	RCM	RCM	RCM
Seth Gibbs	Manager, Channel Sales	610.355.9731	sgibbs@telesystem.us
Bruce Wirt	E.V.P., Chief Business Development Officer	610.355.9745	bwirt@telesystem.us
John Martin	President	419.724.3860	jmartin@telesystem.us

BILLING

Jeanne Unangst	Billing Team Lead	610.355.9714	junangst@telesystem.us
Deepak Prajapati	Director, Billing	610.355.9709	dprajapati@telesystem
Denton Parson	C.O.O. E.V.P.	419.724.3864	dparson@telesystem.us