

# Login 2023 Support Escalation List

## **Level 1**

During Login's standard business hours (9am-5pm, M-F), you may open a ticket through our online ticket system at [control.login.com](https://control.login.com), by emailing us at [support@loginbusiness.com](mailto:support@loginbusiness.com).

Our engineering team will respond back to your ticket.  
Please allow 1 hour before taking action to escalate to Level 2.

\*In the case of an after hours emergency, please immediately escalate to Level 2 after opening a ticket.

## **Level 2**

If after business hours, you need to escalate your ticket to Level 2, call 520-618-3000 and follow the prompt to reach an on-call technician if your issue is an emergency. If it is not an emergency, follow the prompt to leave a voicemail.

The contacts on the escalation list below will be available only during standard business hours. After standard business hours, you will reach voicemail.  
Please allow 1 hour before taking action to escalate to Level 3.

## **Level 3**

If you need to escalate your ticket to Level 3, you may contact our Director of Operations, Joseph Fico:

Office: 520-618-3000 x528  
Cell: 520-241-7919

Please allow 1 hour before taking action to escalate to Level 4.

## **Level 4**

If you need to escalate your ticket to Level 4, you may contact the President of Login, Matthew Ramsey:

Office: 520-319-0000  
Cell: 520-975-9000

If you receive voicemail after our standard business hours, please call again within 2 minutes.