



PACKETFABRIC

Contacts and Escalation Guide

Questions, Comments, or Concerns

For any inquiry, you can simply email support@packetfabric.com and we will get it to the right place. If you require immediate assistance with an issue, please call support at 1-844-475-8322.

Network, Software, and Provisioning Support (24x7)

Phone: 1-844-475-8322

- Uitas Global CMC (Option 1)
 - Email: support@unitasglobal.com
- PacketFabric Engineering (Option 2)
 - Email: support@packetfabric.com

Sales

Email: sales@packetfabric.com

Or contact your Account Representative

Billing (Accounts Receivable)

Email: ar@packetfabric.com

Need further assistance?

The PacketFabric Operations Team is available to help. Just let us know how we can improve your experience!

CMC/PacketFabric Support Escalations

Email: SupportEscalations@packetfabric.com

Phone: 1-470-226-2704



PACKETFABRIC

**BUSINESS
IMPACTING
EVENTS**

Report/create ticket for a new event

1-844-475-8322
Unitas Global CMC (Option 1)
Email: support@unitasglobal.com
PacketFabric Engineering (Option 2)
Email: support@packetfabric.com

Event duration > 1 hour

1-844-475-8322
Unitas Global CMC (Option 1)
Assigned Engineer
PacketFabric Engineering (Option 2)
Assigned Engineer

Event duration > 2 hours

1-470-226-2704 (Manager on duty)
OR
SupportEscalations@packetfabric.com

Event duration > 4 hours
or to report an issue with support

CMC Director: Jerrad Daniels
M: 1-423-943-4864
SupportEscalations@packetfabric.com

Event duration > 6 hours
or to report an issue with support

VP of Service Operations: David Back
M: 1-321-480-1320
david.back@packetfabric.com