

Service Operations / Service Delivery
 (800) 869-0315 or +1-(585) 563-1850 Option #1
 Email: support@onestreamnetworks.com

Escalation Level	Name	Title	Phone	Email
1 st Level	Lead Engineers	Operations Lead	800-869-0315 Option 1	support@onestreamnetworks.com
2 nd Level	Brendan Kyhos	Operations Manager <i>Trouble Reporting / NOC</i>	Ofc: +1-(585)-563-1644 Cell: +1-(585)-509-5295	bkyhos@onestreamnetworks.com
2 nd Level	Kasey Klein	Service Delivery Manager <i>Service Activation / PM</i>	+1-(585)-563-1854	kklein@onestreamnetworks.com
3 rd Level	Jim Manetta	VP of Operations	Ofc: +1-(585)-563-1868 Cell: +1-(585)-797-3021	jmanetta@onestreamnetworks.com
4 th Level	Trey Smith	President & CEO	+1-(585)-563-1851	tsmith@onestreamnetworks.com

Billing Inquiries
 800-869-0315 Option #3
 Email: billing@onestreamnetworks.com

Escalation Level	Name	Title	Phone	Email
1 st Level	Cassie Andrecolich	Billing Analyst	+1-(585)-563-1875	candrecolich@onestreamnetworks.com
2 nd Level	Jacob Kirby	Controller	+1-(585)-563-1849	jkirby@onestreamnetworks.com
3 rd Level	Jeff Flynn	CFO	+1-(585)-397-7453	jflynn@onestreamnetworks.com

Data Privacy Inquiries

(800) 869-0315 or +1-(585) 563-1850 Option #1



Email: privacy@onestreamnetworks.com or
support@onestreamnetworks.com

Escalation Level	Name	Title	Phone	Email
1 st Level	Anthony Intini	Director Business Management	+1-(585)-563-1549	tintini@onestreamnetworks.com
2 nd Level	Brian Skidmore	Executive VP	+1-(585)-563-1852	bskidmore@onestreamnetworks.com

Privacy and Data Protection Policies can be found on our website: www.onestreamnetworks.com

All inquiries into the Privacy Office will be acknowledged with (48) business hours and respond to requests within (45) calendar days.

Account Management Sales / Quotes Inquiries

Email: sales@onestreamnetworks.com
 Email: quotes@onestreamnetworks.com

Sales Team	Name	Title	Phone	Email
1 st Level	Greg Simmons	Account Manager	+1-(585)-563-3135	gsimmons@onestreamnetworks.com
2 nd Level	Brian Skidmore	Sales EVP & CMO	+1-(585)-563-1852	bskidmore@onestreamnetworks.com

International Sales & Support Numbers

Madrid, Spain – 34911238425
 Darmstadt, Germany – 4961512749098
 London, UK – 442033186357
 Rome, Italy – 390694803074

Hong Kong – 85258083868
 Sydney, Australia – 61286078412
 Sao Paulo, Brazil – 551139587812
 Zurich, Switzerland – 41435083183