



Arena One Support Services

Below is Arena One's current escalation list for support. When escalation to Arena One is needed, contact us using the below list, starting with 1st Level. When contacting Arena One regarding an issue, please provide as much information as possible (call details, customer name, extensions, mac addresses, etc.) so that Arena One's operations team can better address the issue at hand.

Levels	Name	Phone	Email
1st Level	Arena One NOC	Local: 212-231-9600 x2 Toll Free: 877-273-6266 x2	support@arena1.com
2nd Level	Ben Berry - Operations	D: 212-231-9624	bberry@arena1.com
3rd Level	Jay Kaminski - SVP Operations	D: 212-231-9666	jkaminsky@arena1.com
4th Level	Jerry Salvi - CEO	D: 212-231-9660	jsalvi@arena1.com

For provisioning inquiries, order status updates, or billing questions, please see below contact info:

Name	Department	Phone	Email
Provisioning	Provisioning Team	212-231-9610	provisioning@arena1.com
Billing	Billing Department	212-231-9600 x3	billing@arena1.com