

## After-Hours Support

### Escalation Procedure for After-Hours Support

**Step I:** For after-hours support, all DICE Corporation clients should call the main number: **989-891-2800** or **800-786-3423**. These numbers will automatically route to emergency support service.

**Step II:** If you do not receive a response from those numbers, please escalate your call based on the department listed below.

#### Software Support

Use the following escalation for software support:

Contact	Phone Number
1. Support Direct Cell Phone	<b>989-992-4796</b>
2. Software Support Manager: Jerry Corrion	<b>989-274-0858</b>

#### IT Operations Support

Use the following escalation for IT operations support:

Contact	Phone Number
1. Support Direct Cell Phone	<b>989-460-7172</b>
2. IT Operations Manager: Jerry Corrion	<b>989-274-0858</b>

#### Telephony Support

Use the following escalation for telephony support:

Contact	Phone Number
1. Support Direct Cell Phone	<b>989-415-7438</b>
2. Telephony Manager: Jerry Corrion	<b>989-274-0858</b>

#### Network Support

Use the following escalation for network support:

Contact	Phone Number
1. Network Manager: Joshua Greko	<b>989-992-4981</b>

**Step III:** If no response from the department support numbers, call Jerry Corrion: **989-274-0858**

**Step IV:** If no response, call President and CEO Cliff Dice: **989-577-3640**

This procedure can be downloaded and printed here: [After-Hours Support\\_161219.pdf](#)