INDIGITAL

Trouble Reporting and Escalation List

For issues requiring immediate attention, 24/7 365 days a year call **877-469-2010**. Identify yourself, your county, state, and the problem you are experiencing.

Alternatively, send an email to support@indigital.net. A ticket will be created, and you can track the resolution progress via email. Another option for our customers and/or vendors is to request a login to our ticketing portal.

For issues requiring escalation, please follow the steps below.

1. Call the NSOC **877-469-2010** and ask for escalation to the NSOC on-call technician.

2. Ron Philpot: NSOC Supervisor, first-level escalation cell: 260-353-0337 email: rphilpot@indigital.net.

3. Rob Fisher: Director of National Service Operations, second-level escalation cell: 260-402-5189 email: rfisher@indigital.net.

4. Steve Lantz: VP of Operations third-level escalation cell: 260-244-1815 email: slantz@indigital.net.