



Tektronix Service Solutions Organization (SSO) Service Delivery Escalation Path

For general inquiries and quote status requests, please contact your Tektronix Customer Care Center (CCC):

United States, Mexico, Canada (800) 438-8165 or sso-customer-care@tektronix.com | Tektronix/Keithley Factory (US) (800) 438-8165 or rmarequest@tektronix.com

	Southeast	Northeast	Mid West	Southwest	California	Northwest	Canada	Tektronix Factory	Keithley Factory
	Tek Lab(s): Atlanta (Duluth), GA Charlotte, NC	Tek Lab(s): Baltimore (Timonium), MD Boston (N. Billerica), MA Cincinnati, OH	Tek Lab(s): Chicago (Addison), IL	Tek Lab(s): Dallas (Irving), TX Austin, TX Phoenix, AZ	Tek Lab(s): Los Angeles (Covina) Bay Area (Santa Clara)	Tek Lab(s): Denver (Littleton), CO Portland (Beaverton), OR Everette, WA	Tek / Fluke Lab(s): Mississauga	Tek Lab(s): Beaverton, OR	Keithley Lab(s): Solon, OH
1st Level: Lab CSR	Atlanta: Holly Stewart (770) 813-2260 Charlotte: (see Lab Supervisor)	Baltimore: Kathy Hadel (410) 842-1000 Boston: (see Lab Supervisor) Cincinnati: (see Lab Supervisor)	Chicago Lori DiFronzo (630) 620-5800	Dallas / Austin: Carrie Jones (972) 871-4799 Phoenix: Rupal Patel (602) 773 - 4762	Los Angeles: Lydia Allain (626) 404-2200 Santa Clara: Andreana Alferez (619) 655-4799	Denver: Esmeralda Alicea (303) 539-1424 Portland: (see Lab Supervisor) Everette: Shavon Keys (425) 446-5840	Mississauga: Tektronix (see Territory Service Manager) Fluke: Tektronix (see Territory Service Manager)	Beaverton - Factory: (see Territory Service Manager)	Keithley - Factory: (see Territory Service Manager)

Please wait 24 business hours before moving to the next level of escalation. Any attempts to skip levels will be redirected to the first level of escalation.

2nd Level: Lab Supervisor	Atlanta / Charlotte: Alekszandar Arzdorf (770) 833-6346	Baltimore / Boston: (see Territory Service Manager) Cincinnati: Dan Olsen (315) 334-7600	Chicago Jesus Lorenzano (331) 462-1652	Dallas / Austin: <i>(Depot)</i> Steven Housley-Follis (972) 871-4718 <i>(Onsite)</i> Raymond Dott (512) 926-7625 Phoenix: (see Territory Service Manager)	Los Angeles / Santa Clara: (see Territory Service Manager)	Denver: Steven Ewing (303) 539-1412 Portland: Sean Deroche (619) 655-4797 Everette: Ryan Babiker (425) 446-5479	Mississauga: (see Territory Service Manager)	Beaverton - Factory: (see Territory Service Manager)	Keithley - Factory: (see Territory Service Manager)
-------------------------------------	--	--	---	---	--	--	--	--	---

Please wait 24 business hours before moving to the next level of escalation. Any attempts to skip levels will be redirected to the first level of escalation.

3rd Level: Territory Service Manager	Atlanta / Charlotte: Krystal Montero (352) 201-0170	Baltimore: Catherine Predville (339) 210-3041 Boston: Matt Wood (973) 628-1363 Cincinnati: (see Director of Operations)	Chicago Roger Miller (630) 620-5800	Dallas / Austin: (see Director of Operations) Phoenix: George Stich (602) 395-5904	Los Angeles / Santa Clara: Gabriel Lopez (626) 404-2203	Denver / Portland / Everette: (see Director of Operations)	Mississauga: Raad Hamodi (905) 241-1805	Beaverton - Factory: Mary Marshall (503) 627-1043	Keithley - Factory: Allen Gayheart (440) 498-3083
--	--	---	--	--	--	--	--	--	--

Please wait 24 business hours before moving to the next level of escalation. Any attempts to skip levels will be redirected to the first level of escalation.

4th Level: Director of Operations	Natasha Kretschmar (513) 870-7406			Michael Rivera (619) 655-4795					(see Senior Director of Operations)
---	--------------------------------------	--	--	----------------------------------	--	--	--	--	-------------------------------------

Please wait 24 business hours before moving to the next level of escalation. Any attempts to skip levels will be redirected to the first level of escalation.

5th Level: Senior Director of Operations			Dawinder Babbar (412) 555-1520						Kyle Northcutt (503) 627-6333
--	--	--	-----------------------------------	--	--	--	--	--	----------------------------------