

Electronic Environments Corporation (EEC)
EMERGENCY RESPONSE PROCEDURE

800-342-5332 or 888-332-1592

Emergency Procedure

1. Contact EEC at either of our toll-free numbers: 800-342-5332 or 888-332-1592
2. State that there is an emergency service situation
3. Provide the following information
 - Your name
 - Company name
 - Site address, city and state
 - The telephone number where someone can reach you
 - A brief description of the problem

When EEC’s Central Dispatch Center answers the call, the service coordinator will manage the response directly and give you an Estimated Time of Arrival (ETA) for the Field Service Technician. If they are unable to give you an ETA, they will immediately contact an EEC Field Service Technician who will respond to you by telephone within 15 minutes. In the unlikely event that you do not receive a return phone call, follow the escalation procedure as listed in the order below.

Escalation Procedure

1. REGIONAL MANAGER	Primary #	Secondary #
Mid-Atlantic (MAR)	(215) 378-8382	(215) 962-5837
Midwest (MWR)	(215) 378-8382	(215) 962-5837
Northeast (NER)	(781) 910-7383	(774) 249-5178
Pacific (PR)	(714) 321-8997	(714) 287-5800
Southeast (SER)	(770) 841-1822	(678) 491-0897
Southwest (SWR)	(770) 841-1822	(678) 491-0897

2. DIRECTOR OF OPERATIONS		
Lealand Chittim	(617) 312-4018	

3. PRESIDENT		
Mike Kingsley	(617) 877-8251	

