

Appendix A
Network Operations Center Escalation

**24x7x365 Network Operations Center 860.622.4560, Option 1 or e-mail
servicedesk@cteducation.net**

**When emergency escalation beyond the CEN Network Operations Center is
required, please use the following:**

1st Escalation

Global NOC On-Duty Supervisor

Phone: 317.278.6625

2nd Escalation

Rick Cheung

Sr. Network Engineer, Connecticut Education Network

Office: 860.622.4567

Mobile: 585.456.8943

Rick.Cheung@uconn.edu

3rd Escalation

Ryan Kocsondy

Director, Connecticut Education Network

Office: 860.622.4563

Mobile: 860.785.4877

Ryan.Kocsondy@uconn.edu

CEN Home Page: <http://www.ct.gov/cen/site/default.asp>

CEN NOC Home Page: <https://cennoc.grnoc.iu.edu/>