

US Digital Designs

Station Alerting Escalation List

Normal Support Hours
08:00 – 17:30 MST Monday through Friday ex. Company Holidays

For ALL Support Requests – Initial Contact

Main USDD Number: +1 602-687-1730 or
Toll-free: +1 877-551-8733
Email: support@usdd.com

DURING NORMAL BUSINESS HOURS

This call will be answered and routed to an available support professional. If no personnel are available, you will be offered the ability to leave a voice mail message. This message will be emailed to all engineering and support personnel.

AFTER NORMAL BUSINESS HOURS

If the failure affects **all alerting at a station**, **all alerting system-wide**, or **VoiceAlert over Radio**, select the Support option from the telephone menu. This will forward your call to the on-call support engineer.

IF NO ANSWER OR CALLBACK escalate in order by phone **and** email:

EMAIL support@usdd.com

and

CALL AND EMAIL IN ORDER:

Andy MacFarlane	602-228-4595	amacfarlane@usdd.com
Dominic Magnoni	602-684-5131	dmagnoni@usdd.com
Todd Smith	602-689-3165	tsmith@usdd.com