



Escalation List

Support Escalations

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|---|--|----------------|
| 1. Support Team | Support@PhySaaS.com | (774) 495-0170 |
| 2. Engineering Team | Engineering@PhySaaS.com | (774) 495-0170 |
| 3. John Pages, Chief Technology Officer | JPages@PhySaaS.com | (617) 293-6680 |

Billing Escalations

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|---|--|----------------|
| 1. Billing Team | Billing@PhySaaS.com | (617) 618-6008 |
| 2. Theresa Aiguier, Billing Specialist | TAiguier@PhySaaS.com | (617) 618-6008 |
| 3. Kelli Sousa, Chief Financial Officer | KSousa@PhySaaS.com | (617) 618-6011 |

Sales Escalations

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|--|--|----------------|
| 1. Sales Team | Sales@PhySaaS.com | (617) 618-6009 |
| 2. John Reed | JReed@PhySaaS.com | (857) 939-7174 |
| 3. Josh Dickinson, Chief Revenue Officer | JDickinson@PhySaaS.com | (512) 659-4927 |