

SIAE Microelettronica

Customer Support and Billing Escalation Process and Levels

For NASPO-ValuePoint Competitive Solicitation No. 00318

February 2021

SIAE MICROELETTRONICA Inc.
725 N. Royal Lane, Suite 300
DFW Airport, TX 75261
469-262-2247
www.siaemic.com

SIAE CUSTOMER SUPPORT AND BILLING ESCALATION LEVEL

SIAE Customer Support and Billing Services are offered to U.S. based customers by U.S. personnel based in the SIAE facility located just minutes away from Dallas-Fort Worth Airport (Dallas, TX).

SIAE Microelettronica Executive Team has invested facilities and resources to continue its growth and presence in the U.S. Below are some highlights of the people, process and systems in place to support our customer base in the U.S. :

- U.S.-based 30,000 sq-ft facility located Dallas/Fort Worth (DFW), TX for technical and customer support
- Maintain Over \$2M inventory for fulfilment of U.S. based customers
- Full Logistics Support Team to track and manage equipment delivery
- Full Technical Support Staff for Tier 1, 2, 3 support. Tier 3 escalation capability to SIAE Tier 3 Engineering Staff in Milan, Italy
- 24x7x365 Remote Technical Support Services
- In-house laboratory for customer staging and replication of customer configurations
- Training Classroom with fully equipped lab for hands-on technical training
- Depot and RMA Services and Support
- Convenient access to DFW and Dulles airports to support expedited shipment

Severity level classification, response time, and resolution associated with SIAE maintenance and technical support are provided in the SIAE Microelettronica Services and Support Description document attached in this proposal. If customer is not satisfied with the customer support and billing, customer should contact the individual listed below, as the first escalation point. If the Initial escalation point of contact listed in table below is not available or customer wished to escalate the problem to the next level, customer should contact the final point of contact listed in table(s) below.

Escalation levels and POCs are provide below for SIAE Technical Support:

Escalation Level	SIAE Technical Support Point of Contact	Phone	Email
1	Customer Service	469-262-2247	
2	Mark Harrell Technical Support Manager	214-280-3321	Mark.Harrell@siaemic.com
3	Mohan Nayak Technical Support Engineer	440-650-8311	mohan.nayak@siaemic.com
4	Stefan Hartung Director Field Engineering	408-476-0614	Stefan.Hartung@siaemic.com
5	Randy Montoya Director Strategic Accounts	425-273-0440	Randy.montoya@siaemic.com
5	Roberto Moretti Director, Technical Services	+39 02273251	Roberto.moretti@siaemic.com
6	Augustino Lucenti North America GM/EVP	206-313-8600	augustino.lucenti@siaemic.com

Escalation levels and POCs are provided below for billing support and inquiries:

Escalation Level	SIAE Billing Point of Contact	Phone	Email
1	Randy Montoya Director – Strategic Accounts	425-273-0440	Randy.Montoya@SIAEmic.com
2	Joe Schraml VP – Sales Operations	408-832-4884	Joseph.Schraml@SIAEmic.com
3	Augustino Lucenti North American GM/EVP	206-313-8600	Augustino.Lucenti@SIAEmic.com