



Elite Account Guide

24/7 Immediate Repair

24/7 Repair: For immediate support for repair issues, call 855.332.2818 and select Option 1. After pressing Option 1, Select Option 3 and then select Option 1 for Voice or 3 for Cloud.

Repair Tickets Via Email or Portal: esorepairall@birch.com You'll receive a response to the reported trouble within 1 hour. If all systems are down you will receive hourly updates until ETR is received. All other trouble will receive updates every 4 hours until ETR is received.

Orders, billing and all other concerns 8am-6-pm EST: EAM@birch.com or 855.332.2818. Select Option 2, then select Option 3

Level Of Escalation	Team Members	Title	Email	Contact#
1 st Level	Elite Team	Elite Associate	EAM@birch.com	855.332.2818 Option 2, then Option 3
2 nd Level	Chanel Meade	Elite Service Mgr Lead	Chanel.Meade@birch.com	866.223.9136 ext. 88921 (M) 678-939-5307
3 rd Level	Jennifer Williams	Elite Director	Jennifer.Williams@birch.com	(O) 478.476.7977 (M) 478.361.5998
4 th Level	Bill Nowell	VP Customer Care	Bill.Nowell@birch.com	(O) 678.486.8035