

Customer Information

At this time we would like to collect the following info so we can setup your customer account in our system:

1. **General Contact Info**
2. **Contact List** – This info will help us with the getting your services deployed.
3. **Escalation Process** – This will give us the info for notifying the correct individuals during a critical event. You can customize escalations in more detail if necessary.
4. **Request Approval Process** – There are specific requests where we need signoff from your company representative. (E.g. setup new user account, scheduling an outage). Who must we contact for approval and what is their contact info?

1. General Contact Info

Business Name:	
Business Address:	
Billing Address:	

2. Customer Contact Info

Please provide us with the following list of contacts at your company. Blue Gecko will use this information for internal purposes only. Please indicate if the person should have access to our ticketing system (RT) and whether or not they should be designated a Queue Watcher. (Queue Watcher will be copied on all tickets that are created and updated for your company.)

Contact	Name	Work Phone	Cell Phone	Email	RT Access?	Queue Watcher?
Account					<input type="checkbox"/>	<input type="checkbox"/>
Database					<input type="checkbox"/>	<input type="checkbox"/>
System Administrator					<input type="checkbox"/>	<input type="checkbox"/>
Networking					<input type="checkbox"/>	<input type="checkbox"/>
Billing					<input type="checkbox"/>	<input type="checkbox"/>

3. Escalation Info

Please define your escalation process in the event that Blue Gecko needs to talk to a technologist immediately. If you'd like us to escalate to a rotating pager contact first, please put that information in Level 1.

Level	Name	Contact Info. (cell/email)	Engagement Method	Escalate After
Level 1				
Level 2				
Level 3				
Level 4				
			<i>(E.g. direct page, send email, call)</i>	<i>(E.g. 15 minutes no response)</i>

4. Request Approval

If there are specific requests where we need signoff from your company representative, please define those requests and the procedure for contacting an approver. (E.g. setup new user account, scheduling an outage).

Request	Name	Phone	Email
Changing pre-purchased hours or Flexpool			
Approving and removing RT users			
Approving monitoring changes			
Adding and removing system accounts			
Granting and revoking system access			



Blue Gecko Contact Information

<http://www.bluegecko.net/>

Type	Phone	Email	Details
Regular Support Requests	(866) 397-BLUE (2583) (206) 587-BLUE (2583)	yourcompanyname@bluegecko.net	Any non-emergency requests submitted to Blue Gecko will be responded to within 4 business hours.
Emergency Issue	(866) 397-BLUE (2583) (206) 587-BLUE (2583)	All Emergency Issues MUST be submitted by phone.	All emergency requests submitted to Blue Gecko will be responded to within 30 minutes.
Billing	(206) 508-4746	billing@bluegecko.net	
Sales	(206) 508-4745	sales@bluegecko.net	