

Please follow our [TiVo PCD Support Process](#) for any ticket escalations per our Customer Support processes.

However, if at any time you feel you are not getting the results you desire from any department within TiVo PCD, you may initially escalate your Support Request to your Solutions Consultant. Your Solutions Consultant is your advocate within TiVo PCD and has access to all levels of management within the company to facilitate the resolution of any issues that may arise.

Find below our escalation table and list of contact information for further escalations beyond your Solutions Consultant. Please use the contacts listed below descending down the contact list; once contacted, our team will be sure to escalate any issues to all members in the organization.

Title	Name	Contact Information
TiVo Network Operations Center (NOC)	TiVo NOC	Office: (408) 404-7274
Director, Customer Support Operations	Suzy Moore	Mobile: (702) 466-2860 Email: suzy.moore@xperi.com
Sr. Manager, Technical Operations	Jon Miller	Mobile: (410) 310-5930 Email: Jonathan.Miller@xperi.com
Sr. Director, Software Engineering	JB Gilpin	Mobile: (704) 996-1751 Email: Jonathan.Gilpin@xperi.com
VP, Discovery	Chris Ambrozic	Mobile: (919) 695-5618 Email: Christopher.Ambrozic@xperi.com
Contact for Security Vulnerability-related Issues	Jon Miller	Mobile: (410) 310-5930 Email: Jonathan.Miller@xperi.com