

Login 2025 Support Escalation List

Level 1

During Login's standard business hours (9am-5pm, M-F), you may open a ticket through our online ticket system at service.loginbusiness.com, by emailing us at support@loginbusiness.com.

Our engineering team will respond back to your ticket.
Please allow 1 hour before taking action to escalate to Level 2.

*In the case of an after hours emergency, please immediately escalate to Level 2 after opening a ticket.

Level 2

If after business hours, you need to escalate your ticket to Level 2, call 520-618-3000 and follow the prompt to reach an on-call technician if your issue is an emergency. If it is not an emergency, follow the prompt to leave a voicemail.

The contacts on the escalation list below will be available only during standard business hours. After standard business hours, you will reach voicemail.
Please allow 1 hour before taking action to escalate to Level 3.

Level 3

If you need to escalate your ticket to Level 3, you may contact our Network Operations Center Director, Roshan Wirasinha:

Office: 520.382.0457
Cell: 520.289.4111

Please allow 1 hour before taking action to escalate to Level 4.

Level 4

If you need to escalate your ticket to Level 4, you may contact the President of Login, John Bolthouse:

Office: 520.545.0565
Cell: 312.802.0133

If you receive voicemail after our standard business hours, please call again within 2 minutes.

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