



AT&T CALNET C4DNCS19 CALNET NG

Customer Escalation Process

CATEGORIES 20, 21, 22, 23, 24, 25, 27, 28, 29 & 30

The following escalation paths should be used for the services in each Category as follows:

Table A: Categories 20, 23, 24 & 25

* Category 20 (Ethernet Access, AVPN)

* Category 23 (ASE, ADE, ASEoD, AsEoD 3PA, Ethernet Access, EPLS WAN, Opt-E-WAN)

* Category 24 (Ethernet Access)

* Category 25 (Ethernet Access)

Escalation Level	Name	Title	Contact Information
1st Level	Lead Technician	Lead Technician	855.890.5615, Opt 1
2nd Level	Team Lead	Team Lead	855.890.5615, Opt 1
3rd Level	Operations Manager	Operations Manager	855.890.5615, Opt 1
4th Level	Leann Haugen	Area Manager	916.977.8400 (office) 916.468.8227 (cell) Lw2141@att.com
5th Level	Tim Gerace	Technical Resources Manager	925.365.0385
6th Level	Samantha Thibault	Contract Program Manager	209.598.9846

Table B: Categories 20, 23, 24 & 25

- * Category 20 (MRS, ANIRA, WAN Acceleration Service, Managed Network Access Control)
- * Category 21 (Standalone VoIP)
- * Category 23 (MRS)
- * Category 24 (ADI, Flexware Standard, AT&T SDWAN, Managed Network Access Control)
- * Category 25 (ADI, Flexware Standard, AT&T SDWAN, Managed Network Access Control)
- * Category 30 (Broadband)

Escalation Level	Name	Title	Contact Information
1st Level	Lead Technician	Lead Technician	855.890.5615, Opt 2
2nd Level	Shift Lead	Shift Lead	855.890.5615, Opt 2
3rd Level	Derrick Benson	Associate Director	919.491.8918
4th Level	Charlie Lagattuta	Director	919.519.8372 cl2312@att.com
5th Level	Tim Gerace	Technical Resources Manager	925.365.0385
6th Level	Samantha Thibault	Contract Program Manager	209.598.9846

Table C: Categories 20, 24 & 25

* Category 20 (AT&T Network Based Firewall, Premise Based Firewall Services, AT&T Vulnerability Services, AT&T Global Secure Gateway, AT&T MTDR)

* Category 24 (DDoS Mitigation Service, Premise Based Firewall Services, AT&T Enterprise Threat Protector, AT&T Vulnerability Services, AT&T Global Secure Gateway, AT&T MTDR, AT&T Enterprise Application Access)

* Category 25 (DDoS Mitigation Service, Premise Based Firewall Services, AT&T Enterprise Threat Protector, AT&T Vulnerability Services, AT&T Global Secure Gateway, AT&T MTDR, AT&T Enterprise Application Access)

Escalation Level	Name	Title	Contact Information
1st Level	MSS Helpdesk	MSS Helpdesk	855.890.5615, Opt 3, then opt 2
2nd Level	MSS Off Shift Managers	MSS Off Shift Managers	855.890.5615, Opt 3, then opt 2
3rd Level	MSS Critical Situation Manager	Operations Manager	855.890.5615, Opt 3, then opt 2
4th Level	Tim Gerace	Technical Resources Manager	925.365.0385
5th Level	Samantha Thibault	Contract Program Manager	209.598.9846

Table D: Categories 20, 24 & 25

* Category 20 (AT&T Business Wi-Fi)

* Category 24 (AT&T Business Wi-Fi)

* Category 25 (AT&T Business Wi-Fi)

Escalation Level	Name	Title	Contact Information
1st Level	Wi-Fi Basic Care Support	Wi-Fi Basic Care Support	855.890.5615, Opt 2, then opt 3
2nd Level	NOC Escalation	NOC Escalation	844.280.3946
3rd Level	Dennis Wilson	Area Manager	512.578.8459 dw499f@att.com
4th Level	Elycia Norton	Director	732.208.7812 en4237@att.com
5th Level	Tim Gerace	Technical Resources Manager	925.365.0385
6th Level	Samantha Thibault	Contract Program Manager	209.598.9846

Table E: Category 20 (AT&T VSAT Service Connection)

Escalation Level	Name	Title	Contact Information
1st Level	Lead Technician	Lead Technician	855.806.8540
2nd Level	Operations Manager	Operations Manager	855.806.8540
3rd Level	Operations Director	Operations Director	855.806.8540
4th Level	Area Manager	Najot Sidhu	425.503.8334 ns006t@att.com
5th Level	Scott Mountney	Business Unit Director	206.409.3234 Sm7272@att.com
6th Level	Tim Gerace	Technical Resources Manager	925.365.0385
7th Level	Samantha Thibault	Contract Program Manager	209.598.9846

Table F: Categories 24 & 25

* Category 24 (Flexware Specialized)

* Category 25 (Flexware Specialized)

Escalation Level	Name	Title	Contact Information
1st Level	Shift Lead/MIMs	Shift Lead/MIMs	770.212.6211
2nd Level	Tier 1 Supervisor / Team Lead	Tier 1 Supervisor / Team Lead	770.810.7024 770.810.7025
3rd Level	Supervisor	Supervisor	770.810.7026 770.810.7103
4th Level	Sunit Biswas	Director	770.810.7102 Help.manager@mysupportaccess.com
5th Level	Tim Gerace	Technical Resources Manager	925.365.0385
6th Level	Samantha Thibault	Contract Program Manager	209.598.9846

Table G: Categories 20, 24 & 25

* Category 20 (SIEM [Managed Security Services])

* Category 24 (SIEM [Managed Security Services])

* Category 25 (SIEM [Managed Security Services])

Escalation Level	Name	Title	Contact Information
1st Level	Cybersecurity Operations	Cybersecurity Operations	855.890.5615, Opt 3, then opt 1
2nd Level	Shift Cybersecurity Officer	Shift Cybersecurity Officer	855.890.5615, Opt 3, then opt 1
3rd Level	Duty Cybersecurity Associate Director	Duty Cybersecurity Associate Director	855.890.5615, Opt 3, then opt 1
4th Level	Tim Gerace	Technical Resources Manager	925.365.0385
5th Level	Samantha Thibault	Contract Program Manager	209.598.9846

Table H: Category 22 (Cloud Hosted VoIP Services)

Escalation Level	Name	Title	Contact Information
1st Level	Lead Technician	Lead Technician	877.288.8362, Opt 1, then Opt 1
2nd Level	Team Lead	Team Lead	877.288.8362, Opt 1, then Opt 1
3rd Level	Jen Walter	Director	972.567.4902
4th Level	Sriki Vengarai	AVP	919.666.5369
5th Level	Leasa Legree	VP	202.215.7771
6th Level	Tim Gerace	Technical Resources Manager	925.365.0385
7th Level	Samantha Thibault	Contract Program Manager	209.598.9846

Table I:

* Category 27 (Standard Contact Center Services)

* Category 28 (Custom Contact Center Services)

Escalation Level	Name	Title	Contact Information
1st Level	Ricky Rodica	Senior Supervisor	925.523.4146
2nd Level	Christian Liwanag	Manager	925.574.8398
3rd Level	Roman Kasala	Director – Customer Service	925.364.6803
4th Level	Frank Hardesty	Senior Director – Customer Service	209.814.6890
5th Level	Tim Gerace	Technical Resources Manager	925.365.0385
6th Level	Samantha Thibault	Contract Program Manager	209.598.9846

Table J: Category 29 (Converged VoIP Services - HVS)

Escalation Level	Name	Title	Contact Information
1st Level	Clearspan Tech Support	Clearspan Tech Support	866.618.5298
2nd Level	Linda Kyle	Clearspan T2 Manager	469.365.3801
3rd Level	CJ Fitzgerald	Clearspan T3 Manager	469.365.3087
4th Level	Michael James	Lead Product Manager	404.464.4876
5th Level	Tim Gerace	Technical Resources Manager	925.365.0385
6th Level	Samantha Thibault	Contract Program Manager	209.598.9846

Table K: Category 29 (Converged VoIP Services – Integrated Microsoft Teams Service and Total Access Orchestration)

Escalation Level	Name	Title	Contact Information
1st Level	Lead Technician	Lead Technician	855.890.5615, Opt 2 then Opt 4
2nd Level	Jacob Briggs	Operations Manager	735.652.4672
3rd Level	Yakshesh Bhimjani	Director Technical Services	732.652.4680
4th Level	Carelyn Monroe	VP of Services Americas	919.287.3498
5th Level	Tim Gerace	Technical Resources Manager	925.365.0385
6th Level	Samantha Thibault	Contract Program Manager	209.598.9846