



**California Department of
Technology**

AT&T CALNET 5

CATEGORY 500 FirstNet

**Customer Escalation Process
Plan**

Version 1.5

June 30, 2026

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1.0 Purpose

This document serves as the AT&T CALNET Category 500 FirstNet Customer Escalation Process Plan and will describe the procedures required for the CALNET Customer to escalate an issue associated with Category 500 FirstNet.

This is a non-binding and living document created by AT&T, which is subject to review and modification by AT&T and the California Department of Technology (CDT)/State Agency both of whom will proactively communicate and coordinate efforts to minimize End-User impact.

The information provided in this document reflects the available information as of the date reflected on the cover.

Version Control

Version Number	Date	Version Notes
1.1	10/07/2025	Initial Document Creation
1.2	10/09/2025	Updated Escalations Matrix and Format
1.3	10/16/2025	Updated Table of Content adding paginations and Contacts
1.4	11/13/2025	Updated State Contact Info
1.5	06/30/2026	Updated 2.1.2 Level 3 escalation, 2.4.1 with dates and 2.4.2 for the AT&T Contact

1.1 Purpose Updates

AT&T will update this Plan as needed with approval from the CALNET CMO.

2.0 Plan Objective

Effective October 2nd, 2025, the State of California awarded AT&T the right to provide CALNET Category 500 FirstNet services. Per the agreement, the Customer Escalation Process Plan will be completed within 30 calendar days and to be posted on the FirstNet User Portal.

2.1 AT&T Detailed Escalation Hierarchy

The AT&T escalation hierarchy for CALNET Catalog 500 FirstNet customers is detailed in the table below. Please refer to Section 2.1.1 for procedures regarding service-impacting escalations and Section 2.1.2 for bill or contract-impacting escalations.

Escalation Level	AT&T Contact	AT&T Role	Phone	Email
Level 1	FirstNet Central	FirstNet Online Support		www.firstnet.com
Level 2	FirstNet Escalations Center	FirstNet Escalations Support	800-574-7000 (Available 24x7x365)	firstnet.escalations@att.com (Available 5:00 am-5:00 pm PT, Monday through Friday)
Level 3	Ken Todd	FirstNet Technical Lead	916-768-5000	ken.todd@att.com

2.1.1 Service Impacting Escalations

CALNET customers should first contact their assigned Account Manager by phone or email regarding any service impacting issues. If the Account Manager is unknown, customers should contact the FirstNet Escalations Center Toll-Free at 800-574-7000.

- If the issue is not resolved within four (4) hours, the customer should escalate to Level 2 FirstNet Escalations Center via phone or email.
- If there is no response from Level 2 contacts within one (1) business day, the customer should escalate to Level 3 Ken Todd.

2.1.2 Bill or Contract impacting Escalations

For billing or contract related escalations, CALNET customers should initially contact their assigned Account Manager by phone or email. If the Account Manager is unknown, customers should contact the FirstNet Escalations Center Toll-Free at 800-574-7000.

- If the issue is not resolved within one (1) business day, the customer should escalate to Level 2 Ken Todd.
- If there is no response from Level 2 contacts within two (2) business days, the customer should escalate to Level 3 Samantha Thibault.

2.2 Additional Escalation Detail

Left blank intentionally at this time

2.3 Escalation Contact Updates

AT&T will update this document, and the CALNET CMO, as the contact information changes through the life of the CALNET Category 500 FirstNet contract.

2.4 Milestones, Roles, Responsibilities

2.4.1 Plan Milestones

This section identifies key milestones and target dates for setting up critical management framework supporting the AT&T CALNET Category 500 FirstNet Customer Escalation Plan. These milestones can be expanded to further reflect critical tasks upon review and approval by AT&T and the CALNET CMO.

Key Tasks/Milestones	Target Completion Date
AT&T and CALNET CMO Kick Off Meeting	11/13/2025
Review and Approval of this CALNET Customer Escalation Plan	12/10/2025
Training of the CALNET CMO and CALNET customers	To be determined

2.4.2 Plan Roles & Responsibilities

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