

California Department of Technology

AT&T CALNET

CATEGORY 19.1

Customer Escalation Process Plan

Version 1.2

May 23, 2019

(Last revision 08/04/2023)



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1.0 Purpose

Effective 06/10/2019, the State of California awarded AT&T the right to provide CALNET Category 19.1 services. As an approved CALNET contractor, AT&T is required to submit specific deliverables and receive approval from the CALNET Program before publishing them or selling these services. This document serves as the AT&T CALNET 19.1 CALNET Customer Escalation Process Plan.

This document will describe the procedures required for the CALNET Customer to Escalate an issue.

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	06/11/2019	Initial Document Creation
1.2	08/04/2023	Change of 3 rd level contact

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2.0 Plan Objective

The objective of this Plan is to have a simple easy process that all Customer can easily follow to escalate a service or billing issue. The Plan:

- 1 Identifies the process that Authorized Customer should use to escalate a service, activation or billing issue; and,
2. Includes major milestones, roles and responsibilities, deliverables, and commitment dates as negotiated between CALNET Customer and the Contractor.



2.1 Request Escalation of Service, Activation or Billing Issue

When possible, Customer should first contact their Account Manager when reporting a situation needing escalation. If you do not know your Account Manager, please contact Cellular Support at 800-331-0500. Cellular Support can assist with all Cellular service and billing escalation issues and can provide updates as needed.

AT&T Detailed Escalation Hierarchy

ATT Escalation Contact #1

Name: Customer Support

Title: Customer Support Center

Office: 800-331-0500

ATT Escalation Contact #2

Name: Ken Todd

Title: Lead Solutions Architect/Contract Program Manager

Office/Cell: 916-768-5000

Email: ken.todd@att.com

ATT Escalation Contact #3

Name: Kristi Mercado

Title: Solutions Manager

Office/Cell: 707-640-0418

Email: km252y@att.com

Milestones

Service Impacting Escalations:

CALNET Customer to call or email their account manager. If customer does know their account manager they should contact Customer Support at 800-331-0500. If no satisfaction within 4 hours, CALNET Customer to call or email 2nd level Ken Todd. If no response from 1st or 2nd level within 1 business day, CALNET CMO to contact 3rd level, Sami Thibault.

Bill or Contract impacting Escalations:

CALNET Customer to call or email their Account Manager. If customer does know their account manager they should contact Customer Support at 800-331-0500. If no satisfaction within 1 business day, CALNET Customer to call or email 2nd level Ken Todd. If no response from 1st or 2nd level within 2 business days, CALNET Customer to contact 3rd level, Sami Thibault.