



**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
<b>1<sup>st</sup> Level</b>	Lead Technician	Lead Technician	855.890.5615, Opt 1
<b>2<sup>nd</sup> Level</b>	Shift Manager	Shift Manager	855.890.5615, Opt 1
<b>3<sup>rd</sup> Level</b>	Leann Haugen	Area Manager	916.977.8400 (office) 916.468.8227 (cell) Lw2141@att.com
<b>4<sup>th</sup> Level</b>	Jocelyn Bartz	Director	972-215-9390 JB4517@att.com
<b>5<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	916.977.8979 (office) 916.335.7552 (cell)
<b>6<sup>th</sup> Level</b>	Keith Nagel	Contract Program Manager	916.484.2487 (office) 916.384.6175 (cell)
<b>7<sup>th</sup> Level</b>	Samantha Thibault	Director Sales	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
<b>1<sup>st</sup> Level</b>	Lead Technician	Lead Technician	855.890.5615, Opt 2
<b>2<sup>nd</sup> Level</b>	Shift Manager	Shift Manager	855.890.5615, Opt 2
<b>3<sup>rd</sup> Level</b>	Operations Manager	Operations Manager	855.890.5615, Opt 2
<b>4<sup>th</sup> Level</b>	Charlie Lagattuta	Director	919-519-8372 cl2312@att.com
<b>5<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	916.977.8979 (office) 916.335.7552 (cell)
<b>6<sup>th</sup> Level</b>	Keith Nagel	Contract Program Manager	916.484.2487 (office) 916.384.6175 (cell)
<b>7<sup>th</sup> Level</b>	Samantha Thibault	Director Sales	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
<b>1<sup>st</sup> Level</b>	MSS Helpdesk	MSS Helpdesk	855.890.5615, Opt 3, then opt 2
<b>2<sup>nd</sup> Level</b>	MSS Off Shift Managers	MSS Off Shift Managers	855.890.5615, Opt 3, then opt 2
<b>3<sup>rd</sup> Level</b>	MSS Critical Situation Manager	Operations Manager	855.890.5615, Opt 3, then opt 2
<b>4<sup>th</sup> Level</b>	Rosalyn Jackson	Director	713)614-0135 rj7335@att.com
<b>5<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	916.977.8979 (office) 916.335.7552 (cell)
<b>6<sup>th</sup> Level</b>	Keith Nagel	Contract Program Manager	916.484.2487 (office) 916.384.6175 (cell)
<b>7<sup>th</sup> Level</b>	Samantha Thibault	Director Sales	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
<b>1<sup>st</sup> Level</b>	Wi-Fi Basic Care Support	Wi-Fi Basic Care Support	855.890.5615, Opt 2, then opt 3
<b>2<sup>nd</sup> Level</b>	Supervisor On-Call	Supervisor On-Call	512.519.6333
<b>3<sup>rd</sup> Level</b>	Dennis Wilson	Area Manager	512.578.8459 <a href="mailto:dw499f@att.com">dw499f@att.com</a>
<b>4<sup>th</sup> Level</b>	Peggy Stufft	Director	412.721.0301 <a href="mailto:ms4961@att.com">ms4961@att.com</a>
<b>5<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	916.977.8979 (office) 916.335.7552 (cell)
<b>6<sup>th</sup> Level</b>	Keith Nagel	Contract Program Manager	916.484.2487 (office) 916.384.6175 (cell)
<b>7<sup>th</sup> Level</b>	Samantha Thibault	Director Sales	209.598.9846

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

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	Lead Technician	Lead Technician	855 806 8540
<b>2<sup>nd</sup> Level</b>	Operations Manager	Operations Manager	855 806 8540
<b>3<sup>rd</sup> Level</b>	Operations Director	Operations Director	855 806 8540
<b>4<sup>th</sup> Level</b>	Area Manager	Najot Sidhu	(425)503-8334 ns006t@att.com
<b>5<sup>th</sup> Level</b>	Scott Mountney	Business Unit Director	206.409.3234 Sm7272@att.com
<b>6<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	916.977.8979 (office) 916.335.7552 (cell)
<b>7<sup>th</sup> Level</b>	Keith Nagel	Contract Program Manager	916.484.2487 (office) 916.384.6175 (cell)
<b>8<sup>th</sup> Level</b>	Samantha Thibault	Director Sales	209.598.9846

Table F: Categories 24 & 25

\* Category 24 (Flexware Specialized)

\* Category 25 (Flexware Specialized)

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	Shift Lead/MIMs	Shift Lead/MIMs	770.212.6211
<b>2<sup>nd</sup> Level</b>	Tier 1 Supervisor / Team Lead	Tier 1 Supervisor / Team Lead	770.810.7024 770.810.7025
<b>3<sup>rd</sup> Level</b>	Supervisor	Supervisor	770.810.7026 770.810.7103
<b>4<sup>th</sup> Level</b>	Sunit Biswas	Director	770.810.7102 Help.manager@mysupportaccess.com
<b>5<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	916.977.8979 (office) 916.335.7552 (cell)
<b>6<sup>th</sup> Level</b>	Keith Nagel	Contract Program Manager	916.484.2487 (office) 916.384.6175 (cell)
<b>7<sup>th</sup> Level</b>	Samantha Thibault	Director Sales	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
<b>1<sup>st</sup> Level</b>	Cybersecurity Operations	Cybersecurity Operations	855.890.5615, Opt 3, then opt 1
<b>2<sup>nd</sup> Level</b>	Shift Cybersecurity Officer	Shift Cybersecurity Officer	855.890.5615, Opt 3, then opt 1
<b>3<sup>rd</sup> Level</b>	Duty Cybersecurity Associate Director	Duty Cybersecurity Associate Director	855.890.5615, Opt 3, then opt 1
<b>4<sup>th</sup> Level</b>	Rosalyn Jackson	Director, Cybersecurity Operations	(713)614-0135 rj7335@att.com
<b>5<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	916.977.8979 (office) 916.335.7552 (cell)
<b>6<sup>th</sup> Level</b>	Keith Nagel	Contract Program Manager	916.484.2487 (office) 916.384.6175 (cell)
<b>7<sup>th</sup> Level</b>	Samantha Thibault	Director Sales	209.598.9846

Table H: Category 22 (Cloud Hosted VoIP Services)

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	Lead Technician	Lead Technician	855.890.5615, Opt 2, then Opt 9
<b>2<sup>nd</sup> Level</b>	Team Lead	Team Lead	855.890.5615, Opt 2, then Opt 9
<b>3<sup>rd</sup> Level</b>	Bonita Moon	Director	919.321.7715
<b>4<sup>th</sup> Level</b>	Sriki Vengarai	AVP	(919)666-5369
<b>5<sup>th</sup> Level</b>	Leasa Legree	VP	202.215.7771
<b>6<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	916.977.8979 (office) 916.335.7552 (cell)
<b>7<sup>th</sup> Level</b>	Keith Nagel	Contract Program Manager	916.484.2487 (office) 916.384.6175 (cell)
<b>7<sup>th</sup> Level</b>	Samantha Thibault	Director Sales	209.598.9846

Table I:

\* Category 27 (Standard Contact Center Services)

\* Category 28 (Custom Contact Center Services)

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	Ricky Rodica	Senior Supervisor	925.523.4146
<b>2<sup>nd</sup> Level</b>	Christian Liwanag	Manager	925.574.8398
<b>3<sup>rd</sup> Level</b>	Roman Kasala	Director – Customer Service	925.364.6803
<b>4<sup>th</sup> Level</b>	Frank Hardesty	Senior Director – Customer Service	209.814.6890
<b>5<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	916.977.8979 (office) 916.335.7552 (cell)
<b>6<sup>th</sup> Level</b>	Keith Nagel	Contract Program Manager	916.484.2487 (office) 916.384.6175 (cell)
<b>7<sup>th</sup> Level</b>	Samantha Thibault	Director Sales	209.598.9846

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

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	Clearspan Tech Support	Clearspan Tech Support	866.618.5298
<b>2<sup>nd</sup> Level</b>	Linda Kyle	Clearspan T2 Manager	469.365.3801
<b>3<sup>rd</sup> Level</b>	CJ Fitzgerald	Clearspan T3 Manager	469.365.3087
<b>4<sup>th</sup> Level</b>	Michael James	Lead Product Manager	404.464.4876
<b>5<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	916.977.8979 (office) 916.335.7552 (cell)
<b>6<sup>th</sup> Level</b>	Keith Nagel	Contract Program Manager	916.484.2487 (office) 916.384.6175 (cell)
<b>7<sup>th</sup> Level</b>	Samantha Thibault	Director Sales	209.598.9846



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

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	Lead Technician	Lead Technician	855.890.5615, Opt 2 then Opt 4
<b>2<sup>nd</sup> Level</b>	Jacob Briggs	Operations Manager	735.652.4672
<b>3<sup>rd</sup> Level</b>	Yakshesh Bhimjani	Director Technical Services	732.652.4680
<b>4<sup>th</sup> Level</b>	Carelyn Monroe	VP of Services Americas	919.287.3498
<b>5<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	916.977.8979 (office) 916.335.7552 (cell)
<b>6<sup>th</sup> Level</b>	Keith Nagel	Contract Program Manager	916.484.2487 (office) 916.384.6175 (cell)
<b>7<sup>th</sup> Level</b>	Samantha Thibault	Director Sales	209.598.9846