



## AT&T CALNET 3 Customer Ticket Escalation Process

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

**Table A** - Categories 1.1, 1.2\* 1.4, 1.6, 3\* 4.2.

\* Category 1.2 (MPLS Port Only and MPLS Port and Access Bundles without managed routers) Services

\* Category 3 (ASE, Opt E MAN, Opt E WAN, GigaMAN, DecaMan, EPLS WAN, Ethernet Access to Long Distance POP)

Escalation Level	Name	Title	Contact Information
1 <sup>st</sup> Level	Lead Technician	Lead Technician	(855) 890 - 5615, Opt 1
2 <sup>nd</sup> Level	Shift Manager	Shift Manager	(855) 890 - 5615, Opt 1
3 <sup>rd</sup> Level	Leann Haugen	Area Manager	(916) 977 - 8400 lw2141@att.com
4 <sup>th</sup> Level	Gregory Cockerham	Director	(919) 864-3317 (office) (919) 413-9992 (cell)
5 <sup>th</sup> Level	Rommel Declines	Principal Business Manager	(916) 977-8979 (office) (916) 335-7552 (cell)
6 <sup>th</sup> Level	Keith Nagel	Contract Program Mgr.	(916) 484-2487 (office) (916) 384-6175 (cell)
7 <sup>th</sup> Level	Mark Roesse	AVP Business Development	(916) 486-3184

**Table B** - Category 1.2 (if not identified in Tables A, C, D, E or F), 1.3, 1.5 and 5 Services. Category 3 (Managed Router Services (Ethernet) only):

Escalation Level	Name	Title	Contact Information
1 <sup>st</sup> Level	Lead Technician	Lead Technician	(855) 890 - 5615, Opt 2
2 <sup>nd</sup> Level	Team Lead	Team Lead	(855) 890 - 5615, Opt 2
3 <sup>rd</sup> Level	Operations Manager	Operations Manager	(855) 890 - 5615, Opt 2
4 <sup>th</sup> Level	John Bowman	Director	(919) 864 – 3300 <a href="mailto:jb4961@att.com">jb4961@att.com</a>
5 <sup>th</sup> Level	Rommel Declines	Principal Business Manager	(916) 977-8979 (office) (916) 335-7552 (cell)
6 <sup>th</sup> Level	Keith Nagel	Contract Program Mgr.	(916) 484-2487 (office) (916) 384-6175 (cell)
7 <sup>th</sup> Level	Mark Roesse	AVP Business Development	(916) 486-3184

**Table C** – Categories 1.2 & 7 – Managed Security Services (MSS) and Network Based Firewall Services (NBFWS):

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	MSS Helpdesk	MSS Helpdesk	(855) 890 - 5615, Opt 3
<b>2<sup>nd</sup> Level</b>	MSS Off Shift Managers	MSS Off Shift Managers	(855) 890 - 5615, Opt 3
<b>3<sup>rd</sup> Level</b>	MSS Critical Situation Manager	Operations Manager	(855) 890 - 5615, Opt 3
<b>4<sup>th</sup> Level</b>	Paul Gilbert	Director	(855) 890 - 5615, Opt 3 <a href="mailto:pg8156@att.com">pg8156@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 Mgr.	(916) 484-2487 (office) (916) 384-6175 (cell)
<b>7<sup>th</sup> Level</b>	Mark Roesse	AVP Business Development	(916) 486-3184

**Table D-** Category 1.2 - Unified Communications (UC) Services:

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	UC Support Team	UC Support Team	(855) 890 - 5615, Opt 4
<b>2<sup>nd</sup> Level</b>	Jim Tharu	Area Manager	(630) –719 - 5050 (office) (847) –207 - 2505 (cell) <a href="mailto:jt4253@att.com">jt4253@att.com</a>
<b>3<sup>rd</sup> Level</b>	Dianne Tenner	Area Manager	(404) 532 – 1240 (office) (404) 661 7203 (cell) dt3524@att.com
<b>4<sup>th</sup> Level</b>	Bonita Moon	Director	((919) 321-7715 bm004r@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 Mgr.	(916) 484-2487 (office) (916) 384-6175 (cell)
<b>7<sup>th</sup> Level</b>	Mark Roesse	AVP Business Development	(916) 486-3184

**Table E – Category 2 - Web Conferencing Services**

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	WCS Helpdesk	WCS Helpdesk	(855) 890 - 5615, Opt 5
<b>2<sup>nd</sup> Level</b>	AT&T Connect Customer Care	Tier 2	(888) 796-6118 (Ask for Tier 2 Support)
<b>3<sup>rd</sup> Level</b>	AT&T Connect Customer Care	Tier 3	(888) 796-6118 (Ask for Tier 3 Support)
<b>4<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	(916) 977-8979 (office) (916) 335-7552 (cell)
<b>5<sup>th</sup> Level</b>	Keith Nagel	Contract Program Mgr.	(916) 484-2487 (office) (916) 384-6175 (cell)
<b>6<sup>th</sup> Level</b>	Mark Roese	AVP Business Development	(916) 486-3184

**Table F – Category 6.1 – Network Based Call Center Services**

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	Lynn Katsenos	Solution Architect	(312) 734 – 3188 (office) (312) 804 – 8448 (cell)
<b>2<sup>nd</sup> Level</b>	Rommel Declines	Principal Business Manager	(916) 977-8979 (office) (916) 335-7552 (cell)
<b>3<sup>rd</sup> Level</b>	Keith Nagel	Contract Program Mgr.	(916) 484-2487 (office) (916) 384-6175 (cell)
<b>4<sup>th</sup> Level</b>	Mark Roese	AVP Business Development	(916) 486-3184