



AT&T CALNET Customer Ticket Escalation Process

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

Table A - Categories 15, 16 & 18

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	(800) 540-8121
5th Level	Samantha Thibault	Director Sales	(209) 598-9846

Table B - Category 17 Services only:

Escalation Level	Name	Title	Contact Information
1st Level	Lead Technician	Lead Technician	(855) 890 - 5615, Opt 2
2nd Level	Team Lead	Team Lead	(855) 890 - 5615, Opt 2
3rd Level	Operations Manager	Operations Manager	(855) 890 - 5615, Opt 2
4th Level	Charlie Lagattuta	Director	(919)519-8372 cl2312@att.com
5th Level	Samantha Thibault	Director Sales	(209) 598-9846