



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	Shift Manager	Shift Manager	(855) 890 - 5615, Opt 1
3rd Level	Leann Haugen	Area Manager	(860) 786-8776 lw2141@att.com
4th Level	Jocelyn Batz	Director	(972)215-9390 (office) (469)295-5533 (cell)
5th Level	Rommel Declines	Principal Business Manager	(916) 977-8979 (office) (916) 335-7552 (cell)
6th Level	Keith Nagel	Contract Program Mgr.	(916) 484-2487 (office) (916) 384-6175 (cell)
7th 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)519-8372cl2312@att.com
5th Level	Rommel Declines	Principal Business Manager	(916) 977-8979 (office) (916) 335-7552 (cell)
6th Level	Keith Nagel	Contract Program Mgr.	(916) 484-2487 (office) (916) 384-6175 (cell)
7th Level	Samantha Thibault	Director Sales	(209) 598-9846