

California Department of Technology

AT&T CALNET 3

CATEGORY 9.1

Customer Escalation Process Plan

Version 1.1

May 23, 2019



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1.0 Purpose

Effective 04/17/2019, the State of California awarded AT&T the right to provide CALNET 3 category 9.1 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. However, due to the critical nature of Public Safety Entities (PSE) communications services, this requirement is modified for FirstNet, AT&T has been approved to sell by the CalNet CMO.

This document serves as the AT&T CalNet 3, FirstNet 9.1 Customer Escalation Process Plan.

This document will describe the procedures required for the PSE to escalate a service or billing 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	05/23/2018	Initial Document Creation

2.0 Plan Objective

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

- 1 Identifies the process that Authorized PSE 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 CMO and the Contractor.

2.1 Request Escalation of Service, Activation or Billing Issue

When possible, PSE should first contact their Account Manager when reporting a situation needing escalation. If you do not know your Account Manager, please contact FirstNet Support at 800-574-7000. FirstNet Support can assist with all FirstNet service and billing escalation issues and can provide updates as needed.

2.2 Major Milestones, Roles and Responsibilities

2.2.1 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 800-321-0500. 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, Mark Roese.

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 800-321-0500. 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, Mark Roese.

2.2.2 Roles & Responsibilities

- AT&T CPM
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(Draft Plan and update as needed FirstNet 9.1 CalNet contract Lead for AT&T)
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