

California Department of Technology

AT&T CALNET 3

CATEGORY 9.1

Customer Escalation Process Plan

Version 1.1

May 23, 2019

C.7.3.2 Customer Escalation Process

Within 90 calendar days of execution of this Agreement, the Contractor shall provide an Escalation Process to be used by the Customer and be posted on the Contractor's User Portal. The Customer Escalation Process shall:

1. Include a detailed escalation hierarchy within the Contractor's organization;
2. Include the Contractor contact information of the individuals with increasing responsibility who will be available to resolve issues 24x7x365 as they are escalated within the Contractor's organization. The Contractor shall provide at least three (3) levels. Contact information shall include title/responsibility, office number, cell number, and email address;
3. Remain current throughout the Contract Term; and,
4. Include major milestones, roles and responsibilities, Deliverables, and commitment dates as negotiated between CALNET CMO and the Contractor.

AT&T Detailed Escalation Hierarchy- 24x7x365

ATT Escalation Contact #1

Name: Customer Support
Title: Customer Support Center
Office: 800-574-7000
Email: firstnet.escalations@att.com

ATT Escalation Contact #2

Name: Ken Todd
Title: Lead Solutions Architect/Contract Program Manager
Office/Cell: 916-768-5000
Email: ken.todd@att.com

ATT Escalation Contact #3

Name: Kristi Mercado
Title: FirstNet Solutions Consultant/FirstNet Solutions Manager
Office/Cell: 707-640-0418
Email: km252y@att.com

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.