



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
1st Level	Lead Technician	Lead Technician	(855) 890 - 5615, Opt 1
2nd Level	Shift Manager	Shift Manager	(855) 890 - 5615, Opt 1
3rd Level	Dean Davis	Area Manager	(860) 786-8776 dd1513@att.com
4th Level	Gregory Cockerham	Director	(919) 864-3317 (office) (919) 413-9992 (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	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
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	John Bowman	Director	(919) 864 – 3300 jb4961@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	Mark Roesse	AVP Business Development	(916) 486-3184

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

Escalation Level	Name	Title	Contact Information
1st Level	MSS Helpdesk	MSS Helpdesk	(855) 890 - 5615, Opt 3
2nd Level	MSS Off Shift Managers	MSS Off Shift Managers	(855) 890 - 5615, Opt 3
3rd Level	MSS Critical Situation Manager	Operations Manager	(855) 890 - 5615, Opt 3
4th Level	Kevin Schneider	Director	(855) 890 - 5615, Opt 3 ks2897@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	Mark Roesse	AVP Business Development	(916) 486-3184

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

Escalation Level	Name	Title	Contact Information
1st Level	UC Support Team	UC Support Team	(855) 890 - 5615, Opt 4
2nd Level	Terri Kidd	Area Manager	(770) 750 - 3624 (office) (312) 218 - 6963 (cell) tk2878@att.com
3rd Level	Dianne Tennor	Area Manager	(404) 532 – 1240 (office) (404) 661 7203 (cell) dt3524@att.com
4th Level	Bonita Moon	Director	((919) 321-7715 bm004r@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	Mark Roesse	AVP Business Development	(916) 486-3184

Table E – Category 2 - Web Conferencing Services

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

Table F – Category 6.1 – Network Based Call Center Services

Escalation Level	Name	Title	Contact Information
1st Level	Hosted IVR Helpdesk	Hosted IVR Helpdesk	(855) 890 - 5615, Opt 6
2nd Level	Alan Abel	Sr. Technical Director	(770) 422-4848 (office)
3rd Level	Dan Vining	Director	(813) 205-0614
4th Level	Rommel Declines	Principal Business Manager	(916) 977-8979 (office) (916) 335-7552 (cell)
5^h Level	Keith Nagel	Contract Program Mgr.	(916) 484-2487 (office) (916) 384-6175 (cell)
6th Level	Mark Roesse	AVP Business Development	(916) 486-3184