



## 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
<b>1<sup>st</sup> Level</b>	Lead Technician	Lead Technician	(855) 890 - 5615, Opt 1
<b>2<sup>nd</sup> Level</b>	Shift Manager	Shift Manager	(855) 890 - 5615, Opt 1
<b>3<sup>rd</sup> Level</b>	Dean Davis	Area Manager	(860) 786-8776 dd1513@att.com
<b>4<sup>th</sup> Level</b>	Gregory Cockerham	Director	(919) 864-3317 (office) (919) 413-9992 (cell)
<b>5<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	(916) 977-8979 (office) (916) 335-7552 (cell)
<b>6<sup>th</sup> Level</b>	Keith Nagel	Contract Program Mgr.	(916) 484-2487 (office) (916) 384-6175 (cell)
<b>7<sup>th</sup> Level</b>	Mark Roese	AVP Business Development	(916) 486-3184

**Table B** - Category 17 Services only:

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	Lead Technician	Lead Technician	(855) 890 - 5615, Opt 2
<b>2<sup>nd</sup> Level</b>	Team Lead	Team Lead	(855) 890 - 5615, Opt 2
<b>3<sup>rd</sup> Level</b>	Operations Manager	Operations Manager	(855) 890 - 5615, Opt 2
<b>4<sup>th</sup> Level</b>	John Bowman	Director	(919) 864 – 3300 <a href="mailto:jb4961@att.com">jb4961@att.com</a>
<b>5<sup>th</sup> Level</b>	Rommel Declines	Principal Business Manager	(916) 977-8979 (office) (916) 335-7552 (cell)
<b>6<sup>th</sup> Level</b>	Keith Nagel	Contract Program Mgr.	(916) 484-2487 (office) (916) 384-6175 (cell)
<b>7<sup>th</sup> Level</b>	Mark Roese	AVP Business Development	(916) 486-3184