

AT&T Business Communications Sales

**TROUBLE REPORTING & ESCALATION
(EXCEPT FRAME & ATM, PG 2)**

TROUBLE REPORTING

Report troubles to: Voice, Analog, Digital Circuits & GigaMan ...800 247-2020—Option 1, when prompted say Circuit, Telephone Number or Other or on-line att.com/expressticketing

- ◆ **Have telephone number or Circuit ID available**
- ◆ **Provide a contact person and telephone number for access, trouble status and sign-off**
- ◆ **Ask for the trouble ticket number**

These Trouble Reporting Centers are maintained 24 hours a day, 7 days a week

ESCALATION PROCEDURES DURING BUSINESS HOURS

Account Team – Call with trouble ticket number

Service ConsultantSee AT&T contact list by agency
 ManagerLinda Stefanski860 947-7225
 General Account Team Customer Service....800 842-8297

Tier I: Analog, Digital Circuits/Trunks & GigaMAN: Dedicated Center: Call with trouble ticket number

800 303-0103 – Check status and ask for Manager if necessary.

Tier II: Service Manager – Call with trouble ticket number

Service Manager.....Ray Dragoo.....860 581-0041

ESCALATION PROCEDURES AFTER BUSINESS HOURS

Tier I: AT&T Dedicated Center – Call 800 303-0103 with trouble ticket number
Ask for the first level manager or duty supervisor.

Tier II: Service Manager – Call with trouble ticket number

Ray Dragoo.....860 581-0041

AT&T-ASI SERVICES (FRAME, ATM)

TROUBLE REPORTING

**Report troubles to ASI In-state Services..... 800-473-4941 or 800-895-2222 option 1
ASI Interstate & Greenwich, CT (SBCLD)...866 233-0843 option 2.**

These Trouble Reporting Centers are maintained 24 hours a day, 7 days a week.

- ◆ **Provide the affected circuit along with a description of the problem and any troubleshooting procedures already performed.**
- ◆ **Provide a contact person and telephone number for access, trouble status and sign-off.**
- ◆ **Ask for the trouble ticket number.**

ESCALATION PROCEDURES DURING & AFTER BUSINESS HOURS

Escalation			
Level	Name	Contact	Shift
1st	Center Technician	877-274- 3282 MW&E 877-302-4013 SW&W	ALL
2nd-4th	Beard Stephanie	312-382-5026	7am-3pm
	Irvin Frederick	312-496-2822	8am-4pm
	McGee Renee	312-496-0306	8am-4pm
	Sutyniec Pawel	312-382-5018	8am-4pm
	Voss Ryan	312-496-2270	8am-4pm
	Sampler Dennis	312-496-8440	4pm-12am
	Williams Jennifer	312-496-8569	4pm-12am
	Mathena Eugene	312-496-2080	12am-7am
5th	Tunstall Darlene	312-496-2090	
	Chase Sherry	312-775-5310	
6th	Joe Zayac	914-609-9700	

Service Executive

Ray Dragoo860 581-0041

AT&T-ASI SERVICES
(RLAN, ADSL, BULK INTERNET)

TROUBLE REPORTING

Report troubles to ADSL Service.....877.722.3755
Internet (AT&T IS)...866. 937.3664 prompt 3
RLAN (AT&T ASI)...855.321.9958

- ◆ Provide the affected circuit along with a description of the problem and any troubleshooting procedures already performed.
- ◆ Provide a contact person and telephone number for access, trouble status and sign-off.
- ◆ Ask for the trouble ticket number.

ESCALATION PROCEDURES DURING BUSINESS HOURS

Account Team – Call with trouble ticket number

Service ConsultantSee AT&T contact list by agency.
 ManagerLinda Stefanski 860 947-7225
 General Account Team Customer Service.... 800 842-8297

- Tier I: ADSL – Call 877.722.3755 with trouble ticket number**
- Tier I: AT&T IS – Call 866.937.3664 with trouble ticket number**
- Tier I: AT&T AS – Call 866.274.4357 with trouble ticket number**

ASK THE REPAIR TECHNICIAN TO CONNECT YOU WITH THE MANAGER HANDLING ESCALATIONS.

Tier II: Service Manager – Call with trouble ticket number
 Service Manager.....Ray Dragoo.....860 581-0041

ESCALATION PROCEDURES AFTER BUSINESS HOURS

Call Original Reporting Number Above with trouble ticket number.

- Tier I – Call Reporting Number Above with trouble ticket number**
Ask for the first level manager or duty supervisor.
- Tier II: Service Manager – Call with trouble ticket number**
Ray Dragoo.....860 581-0041

**AT&T-ENHANCED NETWORK OPERATIONS CENTER(ENOC)
(OPT-E-MAN)**

TROUBLE REPORTING

Report troubles to ENOC.....888 644-3662

This Trouble Reporting Center is maintained 24 hours a day, 7 days a week.

- ◆ Provide the affected circuit along with a description of the problem and any troubleshooting procedures already performed.
- ◆ Provide a contact person and telephone number for access, trouble status and sign-off.
- ◆ Ask for the trouble ticket number.

ESCALATION PROCEDURES DURING BUSINESS HOURS

Account Team – Call with trouble ticket number

Service Consultant.....See AT&T contact list by agency.

ManagerLinda Stefanski860 947-7225

General Account Team Customer Service.....800 842-8297

Tier I: ENOC – Call 888.644.3662 with trouble ticket number

BETWEEN THE HOURS OF 9:00 AM AND 9:00 PM REQUEST TO SPEAK WITH THE FLOOR SUPERVISOR.

Tier II: Service Manager – Call with trouble ticket number

Service Manager.....Ray Dragoo.860 581-0041

ESCALATION PROCEDURES AFTER HOURS (9:00 PM – 9:00 AM)

Call Original Reporting Number Above with trouble ticket number.

**Tier I – Call Reporting Number Above with trouble ticket number
Request the duty supervisor.**

**Tier II: Service Manager – Call with trouble ticket number
Ray Dragoo.....860 581-0041**

AT&T-DEDICATED ACCESS T-1 (SAI)

TROUBLE REPORTING

Report troubles to: ATT Long Distance East.....800 580-6576

- ◆ **Provide the affected toll free number along with:**
- ◆ **Company Name**
- ◆ **Main Telephone Number**
- ◆ **Contact Name (person reporting trouble)**
- ◆ **Contact Telephone Number (for person reporting trouble)**
- ◆ **Nature of problem**

ESCALATION PROCEDURES AFTER BUSINESS HOURS

If your trouble is an emergency and requires immediate after hours attention, please call 800 580-6576 for service. Provide the same information listed above.

Tier II: Service Manager – Call with trouble ticket number

Ray Dragoo.....860 581-0041

AT&T-LOCAL CMC– (PRIVATE LINE, STP, & HDSL)

TROUBLE REPORTING

Report troubles to: ATT LCMC.....800-829-1011

Reporting Center is maintained 24 hours a day, 7 days a week.

- ◆ **Provide the affected circuit (i.e. 18-ASTZ-xxxxxx TPM) along with a description of the problem and any troubleshooting procedures already performed.**
- ◆ **Provide a contact person and telephone number for access, trouble status and sign-off.**
- ◆ **Ask for the trouble ticket number.**

ESCALATION PROCEDURES DURING & AFTER BUSINESS HOURS

Escalation Intervals	Level	Hours	Contact
First Escalation	Supervisor	8:00 AM – 5:00 PM ET	Private Line Anthony Caterina Office: 732-392-1440
			STP Phil Defranco Office: 732-392-1398
			John Besser Office: 732 392 1438
		4:00 PM – Midnight ET	Pete Marione Office: 732-392-1301
		Midnight – 8:00 AM ET	Joe Cecala Office: 732-392-1306 Pager: (800) 258-8818
Second Escalation	Manager	8:00 AM – 5:00 PM ET	Frank Mignone Office: 732-392-1431
		4:00 PM – Midnight ET	Rich Wexler Office: 732-392-1397
			Leighton McInnis Office: 732-392-1410
		Midnight – 8:00 AM ET	Larry Enea Office: 732-392-1415
Third Escalation	Critical Issues Manager		Frank Mignone Office: 732-392-1431
Fourth Escalation	Maintenance Director		Felix Di Paolo Office: 732-392-1453

Service Executive

Ray Dragoo860 581-0041