



Maintenance and Repair Reporting numbers

(Priority Customer Service Center)

For opening a ticket on all long distance, local, and toll free services:

1-866-487-8654

Option 1,

(Global Customer Care Center)

State of Connecticut **Trouble Reporting Procedures**

Executive Branch Agencies: During business hours please call the State of Connecticut DOIT Help Desk at 860-622-2200. After hours call the Verizon Business trouble/customer service reporting centers for Global accounts for any of your Verizon Business services, 7x24, 365 days a year.

All other Agencies: Please call the Verizon Business trouble/customer service reporting centers for Global accounts for any of your Verizon Business services, 7x24, 365 days a year.

Provide them with your account number, lead phone number or circuit id number. Provide a brief explanation of the network issue, date and time of occurrence, call examples, with switch tag (i.e. 21g), call back contact name and phone number and ensure you obtain a Verizon Business ticket number for tracking purposes.

If you encounter problems opening a network ticket contact your Verizon Business account team representative who can assist in or open a ticket for you. After business hours, please use your representative's pager number.

When opening a ticket please send an email page to your Service Rep listed below. Please include date of ticket, ticket number and reference "please escalate". This will ensure we are aware of your ticket and will take the necessary means to escalate internally within the trouble management center.

Verizon Business Account Team:

Margo Grisell – Service Manager

Phone: (860) 904-4753
Pager: (888) 436-2755
Mobile: (203) 615-1802
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Deanna Corbett-Customer Service Manager

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Roger Leonbruno – Systems Engineer

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**Jon Buterbaugh – Systems Engineer
Network Services**

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**Chris Copeland – Systems Engineer
Data CPE**

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Terrence McNamara-Conferencing Specialist

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Kitty Ing – Senior Account Manager

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