



## **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 cell phone 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 –Technical Service Manager**

Phone: (860) 904-4753  
Cell: (203) 615-1802  
Text: [2036151802@vtext.com](mailto:2036151802@vtext.com)  
Email: [margo.grisell@verizonbusiness.com](mailto:margo.grisell@verizonbusiness.com)

**Melissa Jarvis-Group Service Manager**

Phone: (518) 426-2163  
Cell: (917) 584-3692  
Email: [melissa.jarvis@verizonbusiness.com](mailto:melissa.jarvis@verizonbusiness.com)

**Paul Dunne Regional Service Vice President**

Phone: (212) 292-6868  
Cell: (917) 881-7709  
Email: [paul.dunne@verizonbusiness.com](mailto:paul.dunne@verizonbusiness.com)

**Patricia Nelson – Implementation Manager**

Phone : (401) 435-2744  
Email : [patricia.nelson1@verizonbusiness.com](mailto:patricia.nelson1@verizonbusiness.com)

**Cindy Liddy –Mgr Implementation**

Phone: (610)-717-8581  
Email: [cindy.liddy@verizonbusiness.com](mailto:cindy.liddy@verizonbusiness.com)

**Leonard Romney –Group Implementation Manager**

Phone: (630)-795-6408  
Cell: (630)-857-0311  
Email: [leonard.romney@verizonbusiness.com](mailto:leonard.romney@verizonbusiness.com)

**Carol Rice –Director Implementation Mgmt**

Phone: (225)-297-4050  
Cell: (985)-320-3331  
Email: [carole.rice@verizonbusiness.com](mailto:carole.rice@verizonbusiness.com)

**Len Tamasi – Sales Systems Engineer**

Phone :(617)-535-0533  
Cell : (617)--276-7728  
Email : [leonard.g.tamasi@verizonbusiness.com](mailto:leonard.g.tamasi@verizonbusiness.com)

**Chris Copeland – Sales Systems Engineer  
Data CPE**

Phone: (401) 455-4565  
Email: [chris.copeland@verizonbusiness.com](mailto:chris.copeland@verizonbusiness.com)

**Harold Maddela -Conferencing Specialist**

Phone: (860) 904-1731  
Cell: (860) 949-7076  
Email: [harold.a.maddela@verizonbusiness.com](mailto:harold.a.maddela@verizonbusiness.com)

**Kitty Ing – Senior Account Manager**

Phone: (860) 904-1720  
Cell: (203)-249-6753  
Email: [kitty.ing@verizonbusiness.com](mailto:kitty.ing@verizonbusiness.com)

**Paul G Dimitruk – Regional Sales Manager MA/CT/RI**

Phone: (617) 535-0527  
Cell: (978) 697-3543  
Email: [paul.g.dimitruk@verizonbusiness.com](mailto:paul.g.dimitruk@verizonbusiness.com)

**Fran Correa—Area Sales VP**

Phone: 973-630-7703  
Email: [frances.m.correa@verizonbusiness.com](mailto:frances.m.correa@verizonbusiness.com)