***AT&T Business Communications Sales***

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

## TROUBLE REPORTING

**Report troubles to:** **Voice …. 800 922-4646 or 203 420-3131 -prompt 1, 1**

**Analog, Digital Circuits & GigaMAN….800 922-4646 or 203 420-3131 - prompt 1 then prompt 2.**

**AT&T Equipment…… 800 922-4646 or 203 420-3131 - prompt 1 then prompt 2 and provide equipment site number.**

These Trouble Reporting Centers are maintained 24 hours a day, 7 days a week.
Calls from within AT&T's service area are toll free.

- **Identify affected circuit/telephone number(s) or site number for equipment troubles, 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.**

Standard Repair Objectives

Digital Circuits – T-1 and above ..... 2 hours
Sub Rate Digital Circuits ..... 4 hours
Analog Circuits, DID Trunks, etc. ..... 6 hours
Business Lines ..... 24 hours

## ESCALATION PROCEDURES DURING BUSINESS HOURS

**Account Team – Call with trouble ticket number**

Service Consultant .....……...See AT&T contact list by agency
Manager .....Linda Stefanski ..... ……...860 947-7225
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……...Karen Zealor……203 420-3553**

## 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
**Karen Zealor…….203 420-3553**

# AT&T-ASI SERVICES
## (FRAME, ATM)

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## TROUBLE REPORTING

**Report troubles to ASI In-state Services……..800-473-4941 or 877 274-3282 option 2, option 2**
**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 BUSINESS HOURS

**Account Team – Call with trouble ticket number**

Service Consultant ..... See AT&T contact list by agency
Manager .....Linda Stefanski ..... 860 947-7225
General Account Team Customer Service.... .....800 842-8297

**Tier I: – Call with trouble ticket number**

Escalation Manager: Jim Castillo ..... ..... (O) 904 367-6482

**Tier II: – Call with trouble ticket number**

Escalation Manager: Jan Phillips ..... ..... (O) 904 370-1429

**Tier III: – Call with trouble ticket number**

Area Manager: Steve Austin ..... ..... (O) 904 370-1111

**Tier IV: – Call with trouble ticket number**

Director: Doug Ditto. ..... ..... (O) 817 212-4800

**Service Executive**

Karen Zealor ..... ..... ..... (O) 203 420-3553

## ESCALATION PROCEDURES AFTER BUSINESS HOURS

**ASI Duty Manager ……**800-473-4941

**Ask to speak with Duty Manager**

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**Service Manager – Call with trouble ticket number**
Karen Zealor ……..203-420-3553

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

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## TROUBLE REPORTING

**Report troubles to ADSL Service…….877.722.3755**
**Internet (AT&T IS)…866. 937.3664 prompt 3**
**RLAN (AT&T ASI)…866.656.6377**

- **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.
Manager .....Linda 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……...Karen Zealor……..203 420-3553

## 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**
**Karen Zealor……203 420-3553**

# 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.
Manager .....Linda Stefanski ..... ……..860 947-7225
General Account Team Customer Service.... ……..800 842-9297

**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……...Karen Zealor…….203 420-3553

## ESCALATION PROCEDURES AFTER HOURS (9:00PM – 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**
**Karen Zealor……..203 420-3553**

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

## TROUBLE REPORTING

**Report troubles to: ATT Long Distance East…..…….800 808-7638, Option 1**
**Monday through Friday 8 AM to 5:30 PM**

- **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**

**After hours Monday through Friday 5:30PM to 8:00AM and weekends, call 800 808-7638, options 1, 2 and leave a message. Your call will be returned the next business day.**

## 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**

**Karen Zealor……203 420-3553**

| AGENCY | Account Manager | Technical Sales Consultant | Service Consultant | Customer Service Representatives | Manager - Customer Service Team |
|---|---|---|---|---|---|
| Administrative Services, Department of | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Kim Shafer 877 677-0917 e-mail ks8172@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
| African-American Affairs Commission | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Tracy Pettengill 877 677-0915 e-mail tp1341@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
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| Agricultural Experiment Station, Connecticut | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Tracy Pettengill 877 677-0915 e-mail tp1341@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
| Agriculture, Department of | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Tracy Pettengill 877 677-0915 e-mail tp1341@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
| Arts, Connecticut Commission on the | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Tracy Pettengill 877 677-0915 e-mail tp1341@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
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| Blind, Board of Education and Services for the | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Tracy Pettengill 877 677-0915 e-mail tp1341@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |

| AGENCY | Account Manager | Technical Sales Consultant | Service Consultant | Customer Service Representatives | Manager - Customer Service Team |
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| Capitol Child Development Center | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Tracy Pettengill 877 677-0915 e-mail tp1341@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
| Charter Oak College | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Michael Haze 877 677-0912 e-mail: mh3831@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
| Chief State's Attorney, Office of the | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Kim Shafer 877 677-0917 e-mail ks8172@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
| Child Advocate, Office of the | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Tracy Pettengill 877 677-0915 e-mail tp1341@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
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| AGENCY | Account Manager | Technical Sales Consultant | Service Consultant | Customer Service Representatives | Manager - Customer Service Team |
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| Connecticut Distance Learning Consortium | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Michael Haze 877 677-0912 e-mail: mh3831@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
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| AGENCY | Account Manager | Technical Sales Consultant | Service Consultant | Customer Service Representatives | Manager - Customer Service Team |
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| Ethics Commission | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Michael Haze 877 677-0912 e-mail: mh3831@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
| Firearms Permit Examiners, Board of | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Michael Haze 877 677-0912 e-mail: mh3831@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
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| Freedom of Information Commission | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Michael Haze 877 677-0912 e-mail: mh3831@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
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| AGENCY | Account Manager | Technical Sales Consultant | Service Consultant | Customer Service Representatives | Manager - Customer Service Team |
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| Health Care Access, Office of | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Kim Shafer 877 677-0917 e-mail ks8172@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
| Higher Education, Department of | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Michael Haze 877 677-0912 e-mail: mh3831@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
| Historical Commission - Connecticut Freedom Trail | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Tracy Pettengill 877 677-0915 e-mail tp1341@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
| Human Rights and Opportunities, Commission on | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Tracy Pettengill 877 677-0915 e-mail tp1341@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |
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| Latino & Puerto Rican Affairs, Commission on | George Cummings (860) 947-7383 | Doug Raynard (860) 947-7252 | Michael Haze 877 677-0912 e-mail: mh3831@att.com | 800-842-8297 | Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com |

| AGENCY | Account Manager | Technical Sales Consultant | Service Consultant | Customer Service Representatives | Manager - Customer Service Team |
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