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)

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 BUSINESS HOURS

Account Team – Call with trouble ticket number

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

Tier I: – Call with trouble ticket number

Escalation Manager: Jim Castillo …….……. (O) 904 370-1414 or
Business CMC Service Assurance……800 895-2222, Prompt 1

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) 904 370-1411

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

.

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

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 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
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
Children and Families, 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
Children, 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
Claims Commissioner, 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
Commission for Educational Technology	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
Commission on Fire Prevention and Control	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
Community Technical Colleges	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
Comptroller, Office of the State	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
Connecticut Community-Technical Colleges	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
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
DoIT-CEN (Connecticut Education Network).	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
Connecticut Housing Finance Authority	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
Connecticut Lottery Corporation	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
Connecticut National Guard	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
Connecticut Resources Recovery Authority	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
Connecticut State University System	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
Consumer Counsel, 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

AGENCY	Account Manager	Technical Sales Consultant	Service Consultant	Customer Service Representatives	Manager - Customer Service Team
Consumer Protection, 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
Correction, 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
Criminal Justice 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
Criminal Justice, Division 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
Deaf and Hearing Impaired, State 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
Development Authority, 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
Developmental Disabilities, Connecticut Council 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
Disabilities, Office of Protection and Advocacy for Persons with	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
Economic and Community Development, 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
Education, State 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

AGENCY	Account Manager	Technical Sales Consultant	Service Consultant	Customer Service Representatives	Manager - Customer Service Team
Elections Enforcement Commission, State	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
Emergency Management, Office 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
Environmental Protection, 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
Environmental Quality, Council on	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
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
Fiscal Analysis, Office 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
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
Gaming Policy Board	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
Governor's Office	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

AGENCY	Account Manager	Technical Sales Consultant	Service Consultant	Customer Service Representatives	Manager - Customer Service Team
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
Information Technology, 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
Insurance and Risk Management Board, State	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
Insurance, 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
Judicial Branch	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
Labor, 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
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
Law Revision Commission, Connecticut	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
Legislative Commissioners' Office	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
Legislative Management	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
Legislative Program Review and Investigations	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
Legislative Research, Office 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
Library, Connecticut State	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
Lieutenant Governor's Office	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
Managed Care Ombudsman, Office 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
Medical Examiner, Office of the Chief	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
Mental Health and Addiction Services, 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

AGENCY	Account Manager	Technical Sales Consultant	Service Consultant	Customer Service Representatives	Manager - Customer Service Team
Mental Retardation, 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
Military Department	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
Motor Vehicles, 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
Pardons, 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
Parole, Connecticut 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
Police Officer Standards and Training Council	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
Policy and Management, 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
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