

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 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.....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 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
 ManagerLinda 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 Manager800-473-4941

Ask to speak with Duty Manager

Service Manager – Call with trouble ticket number

Karen Zealor203-420-3553

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)...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.
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.....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 ConsultantSee AT&T contact list by agency.
 ManagerLinda Stefanski860 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