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.**

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.
Assistant Manager.....Linda Stefanski ..... 860 947-7225 .....(P) 860 588-3827
General Account Team Customer Service.... .....800 842-8297

Tier I: Repair Manager – Call with trouble ticket number

800 922-4646 – Ask for Manager of Center who is handling the problem. You will be warm transferred to that center.

Tier II: Service Manager – Call with trouble ticket number

Service Manager……...Karen Zealor……..203 420-3553…..(P) 888 275-6277

ESCALATION PROCEDURES AFTER BUSINESS HOURS

Tier I: AT&T Repair – Call 800 922-4646 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 Office….(P) 888 275-6277

AT&T-ASI SERVICES
(FRAME, ATM)

TROUBLE REPORTING

Report troubles to ASI In-state Services.....800 473-4941 prompt 1.
ASI Interstate & Greenwich, CT (SBCLD)...866 233-0843 prompt 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 .
Assistant Manager.....Linda Stefanski ..... 860 947-7225 .....(P) 860-588-3827
General Account Team Customer Service.... .....800 842-8297

Tier I: Level 3 Engineer – Call with trouble ticket number

Level 3 On Call Engineer (7x24)..... ..... (P) 888 437.7531

Tier II: Area Operations Manager – Call with trouble ticket number

OM On Call (7x24)..... ..... (P) 877 531.1799

Service Manager – Call with trouble ticket number

Service Manager……...Dan Martin.. …(P) 847 562-7173….(C) 847 207-0972

ESCALATION PROCEDURES AFTER BUSINESS HOURS

Tier I: Level 3 Engineer – Call with trouble ticket number

Level 3 On Call Engineer (7x24)..... .....(P) 888 437-7531

Tier II: Area Operations Manager – Call with trouble ticket number

OM On Call (7x24)..... .....(P) 877 531-1799
.

Service Manager – Call with trouble ticket number
On Duty Service Manager…Dan Martin…….847 207-0972

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 AS)…866.274.4357 prompts 5,1,1,3

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.
Assistant Manager.....Linda Stefanski ..... 860 947-7225 .....(P) 860 588-3827
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 Office…..(P) 888 275-6277

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.
Assistant Manager.....Linda Stefanski ..... 860 947-7225 .....(P) 860 588-3827
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……(P) 888 275-6277

AGENCY	Account Manager	Technical Sales Consultant	Service Consultant	Customer Service Representatives	Manager - Customer Service Team
Administrative Services, Department of	Kurt Mirakian (860) 947-7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@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
Aging, Connecticut Commission on	Kurt Mirakian (860) 947- 7253	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
Agricultural Experiment Station, Connecticut	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947- 7253	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
Attorney General, Office of the State	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
Auditors of Public Accounts	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
Banking, 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
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
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	Kurt Mirakian (860) 947- 7253	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	Maryann Ravalese 877 677-0916 email: mr2737@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	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947- 7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Community Technical Colleges	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947-7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Connecticut Community-Technical Colleges	Kurt Mirakian (860) 947-7253	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	Kurt Mirakian (860) 947- 7253	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	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Connecticut Housing Finance Authority	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947- 7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@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	Kurt Mirakian (860) 947- 7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Correction, Department of	Kurt Mirakian (860) 947-7253	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	Kurt Mirakian (860) 947-7253	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	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947- 7253	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	Maryann Ravalese 877 677-0916 email: mr2737@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	Kurt Mirakian (860) 947-7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Environmental Quality, Council on	Kurt Mirakian (860) 947-7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Ethics Commission	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947-7253	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	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947- 7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@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	Maryann Ravalese 877 677-0916 email: mr2737@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	Maryann Ravalese 877 677-0916 email: mr2737@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	Kurt Mirakian (860) 947- 7253	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	Kurt Mirakian (860) 947-7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Insurance and Risk Management Board, State	Kurt Mirakian (860) 947- 7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Insurance, Department of	Kurt Mirakian (860) 947- 7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Judicial Branch	Kurt Mirakian (860) 947-7253	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	Maryann Ravalese 877 677-0916 email: mr2737@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	Maryann Ravalese 877 677-0916 email: mr2737@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	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Managed Care Ombudsman, Office of	Kurt Mirakian (860) 947- 7253	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	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Mental Health and Addiction Services, Department of	Kurt Mirakian (860) 947-7253	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	Kurt Mirakian (860) 947-7253	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	Kurt Mirakian (860) 947-7253	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	Kurt Mirakian (860) 947-7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Policy and Management, Office of	Kurt Mirakian (860) 947- 7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Probate Court Administration	Kurt Mirakian (860) 947-7253	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
Properties Review Board	Kurt Mirakian (860) 947- 7253	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
Psychiatric Security Review Board	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
Public Defender Services, Division of	Kurt Mirakian (860) 947-7253	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
Public Health, Department of	George Cummings (860) 947-7383	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Public Safety, Department of	Kurt Mirakian (860) 947-7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Public Utility Control, Department of	George Cummings (860) 947-7383	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Public Works, Department of	Kurt Mirakian (860) 947- 7253	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
Revenue Services, 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
Secretary of the State	Kurt Mirakian (860) 947-7253	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Siting Council, Connecticut	George Cummings (860) 947-7383	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Social 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
Soldiers', Sailors' and Marines' Fund	Kurt Mirakian (860) 947-7253	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
Special Revenue, 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
Tax Department (Revenue Services)	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
Teachers' Retirement Board	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
Transportation, Department of	Kurt Mirakian (860) 947-7253	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
Treasurer, Office of the State	Kurt Mirakian (860) 947-7253	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
University of Connecticut	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
University of Connecticut Health Center	George Cummings (860) 947-7383	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@att.com	800-842-8297	Linda Stefanski (860) 947-7225 e-mail: ls2692@att.com
Veterans Affairs, Department of	Kurt Mirakian (860) 947- 7253	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
Victim Advocate, Office of the	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
Women, Permanent Commission on the Status of	George Cummings (860) 947-7383	Doug Raynard (860) 947-7252	Maryann Ravalese 877 677-0916 email: mr2737@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
Workers' Compensation 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