

➔ Level 1

800-247-2020

➔ Level 2

Ethernet Technology and Managers' Phone Numbers by Shift				
Ethernet Technology	Time Zone	Work Hours	Name	Phone Number
AVPN ADE ASE	ET	08:00 – 16:00	Sara Shupe	248-423-2012
AVPN ADE ASE			James Berry	248-423-2010
AVPN ADE ASE			Michelle Patterson	248-423-2080
ASE	CT	08:00 – 16:00	Michael Allen	214-370-2402
Metro E Opt-E-MAN EOS ADE	PT	08:00 – 17:00	Da'Shena Williams	916-480-1609
AVPN ADE ASE	ET	16:00 – 00:00	James Bagazinski	248-423-2015
AVPN ADE ASE			Roger Jackson	248-423-2014
AVPN ADE ASE			Jim Young	248-423-2077
Metro E Opt-E-MAN EOS ADE	PT	17:00 – 01:00	Solomon Kifle	916-480-1670
All Technologies	ET	00:00 – 08:00	Jameka Scott	248-423-2085
All Technologies			Kojak Valentine	248-423-2115

If no answer call 248-423-2248

After Hours and Weekends please call 248-423-2248



Level 3

Ethernet Technology and Managers' Phone Numbers by Shift				
Ethernet Technology	Time Zone	Work Hours	Name	Phone Number
	ET	08:00 – 16:00	James Berry	248-423-2010
			Sara Shupe	248-423-2012
			Michelle Patterson	248-423-2080
	CT	08:00 – 16:00	Michael Allen	214-370-2402
	ET	16:00 – 00:00	Jim Bagazinski	248-423-2015
			Jim Young	248-423-2077
			Roger Jackson	248-423-2014
	ET	00:00 – 08:00	Jameka Scott	248-423-2085
			Kojak Valentine	248-423-2115

If no answer call 248-423-2248

After Hours and Weekends please call 248-423-2248



Level 4

Managers' Phone Numbers by Shift			
Time Zone	Work Hours	Name	Phone Number
ET	08:00 – 16:00	Jason Ruggiero	248-423-2006
ET	08:00 – 16:00	John Tibbles	404-745-2163
PT	08:00 – 16:00	Leann Haugen	916-977-8400
ET	16:00 – 00:00	Kevin Andresen	248-423-2001
ET	00:00 – 08:00	Bill Goss	248-423-2078

If no answer call 248-423-2248

After Hours and Weekends please call 248-423-2248



Levels 5 and 6

Time Zone	Work Hours	Name	Phone Number
ET	08:00 – 16:00	Joe Nezich	248-423-2000 Email is preferred contact method JN1939@att.com
After Hours and Weekends please call 248-423-2248			

