Prime Access

AT&T Business

MAINTENANCE - ETHERNET SERVICES - WHOLESALE CUSTOMER CONTACTS

ESCALATION LEVEL 1

Please Call Customer Assistance Bureau 800-247-2020

ESCALATION LEVEL 2

Work Hours	Name	Phone Number
08:00-16:00 ET	Frontline – James Berry	248-423-2010
	Frontline – Michelle Patterson	248-423-2080
	Frontline – Sara Shupe	248-423-2012
08:00-16:00 CT	Frontline – Clarrisa Brown	214-370-2420
08:00-1600 PT	Frontline – Daniel Easter	916-480-1720
16:00-00:00 CT	Frontline – Michael Allen	214-370-2402
16:00-00:00 ET	Frontline – Roger Jackson	248-423-2014
	Frontline – Jim Young	248-423-2077
00:00-08:00 ET	Frontline – Jameka Scott	248-423-2085
	Frontline – Kojak Valentine	248-423-2115
If no answer, please call 248-423-2248. Leave a voicemail if prompted.		**Escalation Email: ecat_escalations@att.com**

ESCALATION LEVEL 3

Work Hours	Name	Phone Number	Email
08:00-16:00 CT	Associate Director – Teresa Ramos	469-705-6885	tr7578@att.com
08:00-16:00 ET	Associate Director – Patrick McQueen	847-502-6448	pm4257@att.com
00:00-08:00 ET	Principal Network Technology Support – Bill Goss	248-423-2078	wg2797@att.com
If no answer, please call 248-423-2248. Leave a voicemail if prompted.		**Escalation Email: ecat_escalations@att.com**	

ESCALATION LEVEL 4

Work Hours	Name	Phone Number	Email
0800-1600 CT	Director – Mandy Rose	713-502-8135	mr8790@att.com
If no answer, please call 248-423-2248. Leave a voicemail if prompted.		**Escalation Email: ecat_escalations@att.com**	

AFTER HOURS AND WEEKENDS PLEASE CALL 248-423-2248