



# HIGH SPEED INTERNET ACCESS - ENTERPRISE (HSIA-E) ESCALATION INFORMATION

## CUSTOMER COPY

Updated: Feb 17, 2025,

1. Enterprise Care escalation path for **Service Assurance (Maintenance and Repair)** issues for Customers:

Step	Group	Contact Name	Contact Number/E-mail	Delay before Next Step
<b>Step One</b>	<b>Technical Support (24x7) *</b>	<b>Express Ticket:</b>	<a href="https://expressticketing.acss.att.com/home">https://expressticketing.acss.att.com/home</a>	<b>4 Hours</b>
		<b>Technical Support Agents</b>	<b>Call: 877-937-5288, Option 4 , option 2</b> <b>Chat:</b> <a href="https://att.ing.com/chatskins/launch/chat.html?chat=emABS&amp;skill=ABS-HSIA_DSL_GCSC">https://att.ing.com/chatskins/launch/chat.html?chat=emABS&amp;skill=ABS-HSIA_DSL_GCSC</a>	
Step Two	First Call:	Manager on Duty	424-301-9153 / 551-254-6930	4 hours
	Team Managers	Dibyendu Chakraborty	424-225-5226 Ext 5528267/ <a href="mailto:dc075e@att.com">dc075e@att.com</a>	
		Anik Ghosh	424-225-5226 Ext 5527672/ <a href="mailto:ag159x@att.com">ag159x@att.com</a>	
Step Three	Escalation Manager**	Anik Ghosh Akyant Garg Sayani Kabiraj	424-225-5226 Ext 5527672/ <a href="mailto:ag159x@att.com">ag159x@att.com</a> Ext 5527682/ <a href="mailto:ag760n@att.com">ag760n@att.com</a> Ext 5527822/ <a href="mailto:sk318w@att.com">sk318w@att.com</a> <a href="mailto:ATT_ENTERPRISE_BROADBAND_CARE_LEADS@att.com">ATT_ENTERPRISE_BROADBAND_CARE_LEADS@att.com</a>	2 hours
Step Four	Center Manager**	Mrityunjay Sharma	424-225-5226-Ext 5527706/ <a href="mailto:ms323p@att.com">ms323p@att.com</a> <a href="mailto:ATT_Enterprise_Broadband_Care_Escalation@att.com">ATT_Enterprise_Broadband_Care_Escalation@att.com</a>	2 hours
Step Five	HSIA-E SA Managers DL***		<a href="mailto:dl-tssdslftsmanagers@intl.att.com">dl-tssdslftsmanagers@intl.att.com</a>	

**NOTE:**

- **Team Managers have been instructed to ask the customer if they have attempted to speak to an agent before escalating. If the customer has not, they will be directed to do so.**
- **Enterprise Care Maintenance Center is available 24x7.**
- **\*Customer can ask for immediate supervisor from Care Agent if needed**
- **\*\*Enterprise Care Escalation Manager and Center Manager is available Monday-Friday 9 AM - 6 PM Eastern Time.**
- **\*\*\*Send an e-mail to HSIA-E Managers distribution list if you have not received any response after 2 hours**



## HIGH SPEED INTERNET ACCESS - ENTERPRISE (HSIA-E) ESCALATION INFORMATION

2. Enterprise Care escalation path for **Service Delivery (Provisioning and Installation)** issues for Customers:

Step	Group	Contact Name	Contact Number/Email Address	Delay Before Next Step
<b>Step One</b>	<b>Customer Care</b>	<b>Customer Care Agents- Call-  Chat-</b>	<b>877-937-5288 Option 4 , Option 1  <a href="https://att.inq.com/chatskins/launch/chat.html?chat=ABS-HSIA">https://att.inq.com/chatskins/launch/chat.html?chat=ABS-HSIA</a></b>	<b>4 Hours</b>
Step Two	Team Managers  -OR-  Project Implementation Manager*	Aftab Ali  Lipi Sarkar  Saifuddin Ahmed Sourav Guha Daipayan kundu	<b>424-225-5226</b>  Ext 5527613/aa261a@att.com  Ext 5527718/lS282h@att.com  <b>424-225-5226</b> Ext 5527718/sa279w@att.com Ext 5527668/sg435x@att.com Ext 5527684/dk137b@att.com	4 Hours
Step Three	Process Coordinator	Abhishek Nandi Majumder	424-225-5226 Ext 5527700/ an531k @att.com	4 Hours
Step Four	Center Manager	Mrityunjay Sharma	424-225-5226 Ext 5527706/ms323p@att.com	2 Hours
Step Five	HSIA-E SD Managers DL	<a href="mailto:DL-ENTBB-SDCareManagers@att.com">DL-ENTBB-SDCareManagers@att.com</a>		

**NOTE:**

- Team Managers have been instructed to ask the customer if they have attempted to speak to an agent before escalating. If the customer has not, they will be directed to do so.
- \*For accounts with a Project Implementation Manager (PIM) assigned, the first point of escalation is the PIM.
- Enterprise Care Provisioning Center is available Monday-Friday 8 AM - 8 PM Eastern Time except on holidays.



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3. Enterprise Care escalation path for **Disconnect issues** for Customers:

<https://wiki.web.att.com/pages/viewpage.action?pageId=422709859>

<b>Disconnect Contacts</b>	<b>1st Level</b>	<b>2nd Level</b>		<b>3rd Level</b>	<b>4th Level</b>
<b>Service</b>	<b>DCOE Team Mailbox</b>	<b>WIPRO TL</b>	<b>AT&amp;T Vendor Manager</b>	<b>AT&amp;T L2 Manager</b>	<b>DCOE Escalation Manager</b>
<b>High Speed Internet-Enterprise (formerly Business DSL)</b>	<a href="mailto:g47415@att.com">DCOE DSL (HSIA-E) Disconnect (g47415@att.com)</a>	<b>Dipankar Saha (ds699w)</b>	<b>Lubomir Rigda (lr002c)</b>	<b>Attila Toth (at6351)</b>	<b>Sean Perez, (sp9432)</b>