

Prime Access Customer Contacts

MAINTENANCE - DS0, WHOLESALE DS1, and DS3/OCN SERVICES



REGIONS SERVED	ESCALATION PROCESS GUIDELINES (PLEASE READ)				
Southeast West Midwest Southwest	<p>Submit Escalations Electronically: All escalations must be submitted through AT&T's authorized electronic platforms—E-Bond, EBTA, or Express Ticketing—to ensure proper ticket prioritization. Access Express Ticketing: https://expressticketing.acss.att.com/</p> <p>Check Status Before Calling: Always review E-Bond or Express Ticketing for the latest status prior to contacting the escalation line.</p> <p>Use Contacts for Roadblocks Only: The escalation contacts listed below should be utilized only if you encounter a critical roadblock after all electronic escalation steps have been completed. For example, this includes a jeopardized (JEP'd) ticket with no clear path to restoration.</p> <p>If Primary Contacts Are Unavailable: If primary contacts cannot be reached, leave a detailed voicemail for the intended recipient, including your ticket number and a direct callback number.</p> <p>Allow Time for Response: Allow at least one hour for a response to your electronic escalation or callback before proceeding to further escalation.</p> <p>Do Not Use Email for Escalations: Email is not an approved method for escalating issues or requesting status updates.</p>				
STATES ASSIGNED	MONDAY - FRIDAY 8:00 AM - 5:00 PM EST				
Alabama Arkansas California Connecticut Florida Georgia Illinois Indiana Kansas Kentucky Louisiana Michigan Mississippi Missouri Nevada North Carolina Ohio Oklahoma South Carolina Tennessee Texas Wisconsin	<table><tr><td>ESCALATION LEVELS 1, 2, 3, 4, AND 5</td><td>Option 1: EBTA or E-Bond process (Preferred) Option 2: AT&T Customer Assistance Bureau (CAB) 800-247-2020</td></tr><tr><td>ESCALATION LEVEL 6</td><td>Duty Manager 214-730-7035 (Leave voicemail if prompted.)</td></tr></table>	ESCALATION LEVELS 1, 2, 3, 4, AND 5	Option 1: EBTA or E-Bond process (Preferred) Option 2: AT&T Customer Assistance Bureau (CAB) 800-247-2020	ESCALATION LEVEL 6	Duty Manager 214-730-7035 (Leave voicemail if prompted.)
ESCALATION LEVELS 1, 2, 3, 4, AND 5	Option 1: EBTA or E-Bond process (Preferred) Option 2: AT&T Customer Assistance Bureau (CAB) 800-247-2020				
ESCALATION LEVEL 6	Duty Manager 214-730-7035 (Leave voicemail if prompted.)				
	WEEKDAY NIGHTS 5:00 PM - 8:00 AM EST, WEEKENDS, HOLIDAYS				
	<p>DUTY MANAGER SUPPLEMENTAL ESCALATION CONTACT</p> <p>The nights and weekends center duty manager contact number listed below should only be used as a supplement once you have escalated Level 1 through 6 using EBTA/E-bond, Express Ticketing or have obtained 6th level escalation from the Customer Assistance Bureau (CAB) and still do not see positive forward progress toward problem resolution.</p> <p>Duty Manager Supplemental Escalation Contact 214-730-7035 (Leave a voicemail if prompted.)</p>				