Prime Access Customer Contacts

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

REGIONS SERVED
Southeast
West
Midwest
Southwest

STATES ASSIGNED
Alabama
Arakansas
California
Connecticut
Florida
Georgia
Illinois
Indiana
Kansas
Kentucky
Louisiana
Michigan
Mississippi
Missouri
Nevada
North Carolina
Ohio
Oklahoma
South Carolina
Tennessee
Texas
Wisconsin

ESCALATION PROCESS GUIDELINES (PLEASE READ)

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/

Check Status Before Calling: Always review E-Bond or Express Ticketing for the latest status prior to contacting the escalation line.

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.

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.

Allow Time for Response: Allow at least one hour for a response to your electronic escalation or callback before proceeding to further escalation.

Do Not Use Email for Escalations: Email is not an approved method for escalating issues or requesting status updates.

MONDAY - FRIDAY 8:00 AM - 5:00 PM EST

ESCALATION LEVELS 1, 2, AND 3	Option 1: EBTA or E-Bond process (Preferred) Option 2: AT&T Customer Assistance Bureau (CAB) 800-247-2020
ESCALATION LEVEL 4	Duty Manager 214-730-7035 (Leave voicemail if prompted.)

WEEKDAY NIGHTS 5:00 PM - 8:00 AM EST, WEEKENDS, HOLIDAYS

DUTY MANAGER SUPPLEMENTAL ESCALATION CONTACT

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 4 using EBTA/E-bond , Express Ticketing or have obtained 4th level escalation from the Customer Assistance Bureau (CAB) and still do not see positive forward progress toward problem resolution.

Duty Manager Supplemental Escalation Contact 214-730-7035 (Leave a voicemail if prompted.)