

***Prime Access***  
***Customer Service Maintenance***  
***DS3 OCN Service***

***This escalation schedule is for Monday through Friday.***

Serves the **Southeast, West, Midwest and Southwest** Regions. States assigned are: Alabama, California, Florida, Arkansas, Georgia, Kentucky, Louisiana, Mississippi, Nevada, North Carolina, South Carolina, Tennessee, Connecticut, Illinois, Indiana, Kansas, Ohio, Oklahoma, Michigan, Missouri, Texas, Wisconsin

- All escalations must be submitted via electronic means provided by AT&T (E-Bond, EBTA, and Express Ticketing) to establish ticket priority.
- E-ticketing link: <https://expressticketing.acss.att.com/>
- The contacts listed below here are to be used when a roadblock is identified after all electronic escalations have been submitted. (A roadblock example would be a jep'd ticket with no clear path to restoral)
- In the event the primary contacts are not available, please leave a detailed voicemail for your intended recipient including ticket number and direct callback phone number.
- Allow at least one hour for electronic or callback response between escalations.
- Prior to calling esc line, please check Ebond or Express Ticketing for latest status.
- Email is not an appropriate form of escalation or request for status.

**Effective 07/20/2023 \*\*\*\*Holidays/ Saturday - Sunday Escalations - Level 6, Contact Manager  
on Duty @ 214-730-7035**



## **ALL CUSTOMERS**

### **Escalation Level 1, 2, 3, 4, and 5**

Customer Assistance Bureau (CAB)

Preferred Option #1:

EBTA/E-Bond or Express Ticketing

Option #2:

800-247-2020 Option 2

### **Escalation Level 6 Monday – Friday**

**8:00am – 05:00pm CT**

Valerie McFarland @ 214-730-7035

### **Weekday Nights and Weekends DS1 Center 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 6 using EBTA/E-bond , Express Ticketing or have obtained 6<sup>th</sup> level escalation from the Customer Assistance Bureau and still do not see positive forward progress toward problem resolution*

**5:00pm-8:00am CT**

214-730-7035



