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SPECTROTEL ESCALATIONS – CUSTOMER CONTACT LIST

Escalation Level	Department/Description	Contact Number
Base	Network Operations Center (NOC)	888.773.9722 (Business) agentrepair@spectrotel.com
1	Kerry Lampinen Manager, Switch Voice	Office: 732.345.7856 Cell: 732.618.6973 Klampinen@spectrotel.com
2	Ronald Mitchell Senior NOC Manager	Office: 732.345.7862 Cell: 347.271.2213 rmitchell@spectrotel.com
3	Shawn Justice Vice President, Engineering & Network Operations	Office: 732.345.7880 Cell: 215.262.0991 sjustice@spectrotel.com
4	Chris Ricca Executive Vice President, Operations	Office: 732.345.7846 Cell: 732.754.5271 cricca@spectrotel.com
Escalation Level	Department/Description	Contact Number
Base	Provisioning Switched Voice POTs, Centrex, RCF, Line Share DSL, Order Status	Office: 888-488-0788 OrderStatus@spectrotel.com
1	Management Team	Office: 888.488.0788 provisioningescalation@spectrotel.com
2	Bruce Engelhardt Team Lead, Switch Voice Provisioning	Office: 732.345.7830 bengelhardt@spectrotel.com
3	Melissa Covella Supervisor, Provisioning	Office: 732.345.7816 Cell: 646.982.8993 mcovella@spectrotel.com
	Christina Softcheck Supervisor, Provisioning	Office: 732.345.7813 Cell: 732.272.8796 csoftcheck@spectrotel.com
4	Jeff Todor Vice President, Service Delivery	Office: 732.345.7970 Cell: 610.636.2653 jtodor@spectrotel.com
5	Chris Ricca Executive Vice President, Operations	Office: 732.345.7846 Cell: 732.754.5271 cricca@spectrotel.com



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Status	Provisioning Access Voice and Data circuits, SIP Service Delivery Coordinator or Project Manager Assigned	Office: 888.488.0788 internetservices@spectrotel.com
Base	Management Team	Office: 888.488.0788 provisioningescalation@spectrotel.com
1	Jo-Ann Grimaldi Service Delivery Coordinator	Office: 732.345.7836 jgrimaldi@spectrotel.com
2	Paul Attilio Manager, Access & Cloud	Office: 732.345.7961 pattilio@spectrotel.com
3	Jeff Todor Vice President, Service Delivery	Office: 732.345.7970 Cell: 610.636.2653 jtodor@spectrotel.com
4	Chris Ricca Executive Vice President, Operations	Office: 732.345.7846 Cell: 732.754.5271 cricca@spectrotel.com
Escalation Level	Department/Description	Contact Number
Status	Provisioning Cloud Solutions HPBX and Virtual Server Service Delivery Coordinator or Project Manager Assigned	Office: 888.488.0788 Hostedorders@spectrotel.com
Base	Management Team	Office: 888.488.0788 provisioningescalation@spectrotel.com
2	Jeff Todor Vice President, Service Delivery	Office: 732.345.7970 Cell: 610.636.2653 jtodor@spectrotel.com
3	Chris Ricca Executive Vice President, Operations	Office: 732.345.7846 Cell: 732.754.5271 cricca@spectrotel.com
Escalation Level	Department/Description	Contact Number
	Sales Engineering/Solutions	
1	Craig Collister Sales Engineering	Office: 732.345.7839 ccollister@spectrotel.com



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2	Hugo Martinez Manager Solutions Engineering	Office: 732.345.7809 Cell: 908.906.1856 hmartinez@spectrotel.com
3	Shawn Justice Vice President, Engineering Network Operations	Office: 732.345.7880 Cell: 215.262.0991 sjustice@spectrotel.com
4	Chris Ricca Executive Vice President, Operations	Office: 732.345.7846 Cell: 732.754.5271 cricca@spectrotel.com
Base	Finance - Billing & Collections	888.773.9722 customercare@spectrotel.com (billing) collections@spectrotel.com
1	Richard Fasciano Team Leader, Customer Service	Office: 732.345.7874 rfasciano@spectrotel.com
2	Remanda Champion Director, Credit & Collections	Office: 732.345.7825 Cell: 732.693.8484 rchampion@spectrotel.com
3	Chris Ricca (Billing) Executive Vice President, Operations	Office: 732.345.7846 Cell: 732.754.5271 cricca@spectrotel.com
3	David Zahka (Collections) CFO	Office: 732.345.7869 Cell: 973.738.2663 dzahka@spectrotel.com