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## SPECTROTEL ESCALATIONS – AGENT CONTACT LIST

Escalation Level	Department/Description	Contact Number
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<b>Base</b>	<b>Sales Support - Quotes</b>	
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2	Stephanie Serventi Agent Support Analyst	Office: 732.345.7815 <a href="mailto:sserventi@spectrotel.com">sserventi@spectrotel.com</a>
3	Amy K. Artale Director Agent Support	Office: 732.345.7826 Cell: 917.371.3237 <a href="mailto:aartale@spectrotel.com">aartale@spectrotel.com</a>
4	Chris Ricca Executive Vice President, Operations	Office: 732.345.7846 Cell: 732.754.5271 <a href="mailto:cricca@spectrotel.com">cricca@spectrotel.com</a>
Escalation Level	Department/Description	Contact Number
<b>Base</b>	<b>Network Operations Center (NOC)</b>	888.773.9722 (Business) <a href="mailto:agentrepair@spectrotel.com">agentrepair@spectrotel.com</a>
1	Kerry Lampinen Manager, Switch Voice	Office: 732.345.7856 Cell: 732.618.6973 <a href="mailto:klampinen@spectrotel.com">klampinen@spectrotel.com</a>
2	Ronald Mitchell Senior NOC Manager	Office: 732.345.7862 Cell: 347.271.2213 <a href="mailto:rmitchell@spectrotel.com">rmitchell@spectrotel.com</a>
3	Shawn Justice Vice President, Engineering Network Operations	Office: 732.345.7880 Cell: 215.262.0991 <a href="mailto:sjustice@spectrotel.com">sjustice@spectrotel.com</a>
4	Chris Ricca Executive Vice President, Operations	Office: 732.345.7846 Cell: 732.754.5271 <a href="mailto:cricca@spectrotel.com">cricca@spectrotel.com</a>
Escalation Level	Department/Description	Contact Number
<b>Base</b>	<b>Provisioning Switched Voice POTs, Centrex, RCF, Line Share DSL, Order Status</b>	Office: 888-488-0788 <a href="mailto:OrderStatus@spectrotel.com">OrderStatus@spectrotel.com</a>
1	Management Team	Office: 888.488.0788 <a href="mailto:provisioningescalation@spectrotel.com">provisioningescalation@spectrotel.com</a>



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	Christina Softcheck Supervisor, Provisioning	Office: 732.345.7813 Cell: 732.272.8796 <a href="mailto:csoftcheck@spectrotel.com">csoftcheck@spectrotel.com</a>
4	Jeff Todor Vice President, Service Delivery	Office: 732.345.7970 Cell: 610.636.2653 <a href="mailto:jtodor@spectrotel.com">jtodor@spectrotel.com</a>
5	Chris Ricca Executive Vice President, Operations	Office: 732.345.7846 Cell: 732.754.5271 <a href="mailto:cricca@spectrotel.com">cricca@spectrotel.com</a>
<b>Base</b>	<b>Provisioning Access Voice and Data circuits, SIP</b> Service Delivery Coordinator or Project Manager Assigned	Office: 888.488.0788 <a href="mailto:internetservices@spectrotel.com">internetservices@spectrotel.com</a>
	Provisioning Escalation (Management Team)	Office: 888.488.0788 <a href="mailto:provisioningescalation@spectrotel.com">provisioningescalation@spectrotel.com</a>
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4	Chris Ricca Executive Vice President, Operations	Office: 732.345.7846 Cell: 732.754.5271 <a href="mailto:cricca@spectrotel.com">cricca@spectrotel.com</a>
<b>Escalation Level</b>	<b>Department/Description</b>	<b>Contact Number</b>
<b>Base</b>	<b>Provisioning Cloud Solutions HPBX and Virtual Server</b> Service Delivery Coordinator or Project Manager Assigned	Office: 888.488.0788 <a href="mailto:Hostedorders@spectrotel.com">Hostedorders@spectrotel.com</a>
1	Management Team	Office: 888.488.0788 <a href="mailto:provisioningescalation@spectrotel.com">provisioningescalation@spectrotel.com</a>
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	<b>Sales Engineering/Solutions</b>	
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<b>Escalation Level</b>	<b>Department/Description</b>	<b>Contact Number</b>
<b>Base</b>	<b>Finance - Billing &amp; Collections</b>	888.773.9722 <a href="mailto:customercare@spectrotel.com">customercare@spectrotel.com</a> (billing) <a href="mailto:collections@spectrotel.com">collections@spectrotel.com</a>
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