



SERVICE DELIVERY OPERATIONS PLAN

The AT&T Life Cycle Team will provide (1) dedicated Contract Compliance Manager to work with DIR to hold regular status meetings that support the Next Gen contract. The meetings can be adjusted in frequency, mode, and duration to maintain effective communications for the agreed Next Gen Commitments. Quarterly Service and Performance Management meetings will be conducted to collect and disseminate performance information. This includes status reporting, risk and issues, SLA performance reviews, Performance Improvement Plans for identified deficiencies, forecasting, and publication of "Lessons Learned" when required. The number of the Service and Performance meetings can be adjusted if needed to maintain effective communications and needed results. The Compliance Manager is responsible for escalation of any items that are identified as not meeting the requirements of the CTSA. This function will be performed by the Program Manager, Tara Ates ta1645@att.com 512 358-5240

1. Customer Relationship Manager

Marcus Montemayor
Strategic Account Lead
512 372- 5715
mm3894@att.com

2. Technical Sales Support

Rick Stephens
Technical Sales Consultant 4
214 536-1758
ds2681@att.com

3. Ordering Manager

Erin Ellzey
Manager – Sales Support
4544 S. Lamar BLVD. Bldg. 600 Austin, TX 78745
512 358-5211
es3091@att.com

4. Contract Administrators:

Tara Ates
Customer Contracts Specialist
4544 S. Lamar BLVD Bldg. 600 Austin, TX 78745
512-358-5240
ta1645@att.com

Maria Salazar
Customer Contracts Specialist
4544 S. Lamar BLVD Bldg. 600 Austin, TX 78745
512 358-5243
ms4849@att.com

5. Other key personnel as proposed



**DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-005
ATTACHMENT F-9 TO EXHIBIT F
SERVICE DELIVERY MANAGEMENT PLAN
FINAL**

AT&T Name	AT&T Email address	AT&T Title	Phone
George Spencer II	gs2191@att.com	Assistant Vice President Sales TX	512-468-0488
Jimmie Zimmerman	jz9161@att.com	Sales Manager TX V1 Large Module	512-465-4696
Tatum Minister	tm032g@att.com	Sales Manager 2 TX	512-497-1694
Karen Morris	km9804@att.com	Sales Manager 2 TX	512-241-9923
Marcus Montemayor	mm3894@att.com	Client Solutions Executive 4 TX	512-372-5215
Michael A Collins	mc6215@att.com	Client Solutions Executive 4 TX	713-567-1234
Anthony Bomba	ab9768@att.com	Client Solutions Executive 4 TX	512-914-4127
Michelle Fowler	mf4145@att.com	Client Solutions Executive 4 TX	469-367-2181
Mark Hooper	mh549m@att.com	Client Solutions Executive 4 TX	737-701-1713
John Prettyman	jp6458@att.com	Client Solutions Executive 4 TX	214-212-6464
Brad Suggs	bs764n@att.com	Client Solutions Executive 4 TX	806-368-2863
Mohsan Ali	ma6450@att.com	Client Solutions Executive 2 TX	346-234-0822
Trasey Allen	tn2223@att.com	Technical Sales Consultant 2 TX	214-202-4985
Melissa Forward	mf2918@att.com	Client Solutions Executive 3 TX	210-562-0865
Rena Lempar	rl9274@att.com	Client Solutions Executive 3 TX	512-422-4480
Letina Morales	lm3748@att.com	Client Solutions Executive 3 TX	210-288-9137
Eduardo Rodriguez	er5092@att.com	Technical Sales Consultant 2 TX	956-962-9017
Leonard Trevino	lt4524@att.com	Client Solutions Executive 2 TX	210-562-0653
Terri Webster	tb0504@att.com	Client Solutions Executive 2 TX	713-409-0659
Pedro Conchas	pc8130@att.com	Client Solutions Executive 2 TX	210-260-2076
Chris LaPorte	cl5354@att.com	Client Solutions Executive 3 TX	214-205-5211
Ken Robbins	kr2376@att.com	Client Solutions Executive 2 TX	972-249-5221
Kevin West	kw3862@att.com	Technical Sales Consultant 2 TX	817-718-2416
Celest Crowe	cd3071@att.com	Client Solutions Executive 2 TX	972-310-3748
Neil Edwards	ne1512@att.com	Client Solutions Executive 3 TX	737-247-8508
Valerie Forbes	vf2729@att.com	Client Solutions Executive 2 TX	817-319-9182
Renee Haygood	rh2879@att.com	Technical Sales Consultant 2 TX	214-212-3073
Gene Moore	gm4738@att.com	Client Solutions Executive 3 TX	214-794-3149
Manjuel Robinson	mr5263@att.com	Technical Sales Consultant 2 TX	214-538-9654
John Walling	jw147b@att.com	Client Solutions Executive 3 TX	214-505-6441
Terry Wolter	tb2123@att.com	Client Solutions Executive 3 TX	214-212-4001
Donald W Shroyer	ds815w@att.com	Client Solutions Executive 3 TX	512-739-4298
Chris Finch	cf4979@att.com	Client Solutions Executive 3 TX	512-917-3276
James R Glombowski	jg227t@att.com	Client Solutions Executive 3 TX	512-826-8746
Natasha Pratt	nl5132@att.com	Client Solutions Executive 3 TX	713-567-8508
Art Miles	am5419@att.com	Client Solutions Executive 2 TX	512-963-3509
Sonia Cardenas	sc5467@att.com	Client Solutions Executive 2 TX	512-914-5503



**DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-005
ATTACHMENT F-9 TO EXHIBIT F
SERVICE DELIVERY MANAGEMENT PLAN
FINAL**

Angelina M Carter	ac8564@att.com	Client Solutions Executive 2 TX	512-372-5715
Edmundo Lopez III	el3784@att.com	Client Solutions Executive 2 TX	512-217-7582
Jenny Hinojosa	jv2693@att.com	Client Solutions Executive 2 TX	512-221-0222
Omar Buentello	ob023p@att.com	Client Solutions Executive 2 TX	512-605-9139
Rick Stephens	ds2681@att.com	Technical Sales Consultant 4 TX	214-536-1758
Leonard Gonzalez	jg3169@att.com	Technical Sales Consultant 3 TX	210-219-1305
LCM Team:			
Mary G Brooks	mb5695@att.com	Govt. Assoc. Dir Program Mgt.	512-358-5212
David Spradlin	ds2784@att.com	Principal-System Engineer	512-358-5242
Eva Serda	eb4588@att.com	Technical Consultant 1	512-358-5244
Erin R Ellzey	es3091@att.com	Ordering Manager	512-358-5211
Grace Crain	gg4188@att.com	Specialist Client Services Proj. Mgmt.	512-358-5246
Tara Ates	ta1645@att.com	Customer Contracts Specialist	512-358-5240
Maria P Salazar	ms4849@att.com	Customer Contracts Specialist	512-358-5243
Kyle Olson	ko1594@att.com	Service Executive	512-609-6146
Tavonia L Carr	tc9451@att.com	Client Support Specialist	512-358-5241
Claudia Yanez	cy1347@att.com	Billing Ops Analyst	512-358-5245
Tasha Sterling	tk7755@att.com	Specialist Client Services Proj. Mgmt.	512-358-5210
Shawn Bastin	sb2559@att.com	Universal Service Executive	806-429-6101
Marla Romo-Loomis	ML6839@att.com	Universal Service Executive	512- 284-2847
Texas Major Accounts Center (TMAC):			800-792-8725
Daniel Carreon	dc9417@att.com	Manager Network Operations	512-609-6240
Dean Davis	dd1513@att.com	Area Mgr. Network Operations	860-786-8776

AT&T Service Ordering Process:

AT&T will accept all new service requests from Remedy via email until a permanent solution can be obtained. Initial requirement is tab delimited file delivery. Files will be provided in this way until such time as AT&T and DIR mutually agree on XML interface specifications.

The AT&T Life Cycle Team includes (15) dedicated domestically based resources responsible for service delivery, order management, order flow, inventory updates and performance penalty management. All order support personnel shall also be domestically based.

AT&T will continue its current process for Direct Billed Services for local services and SOHO. The current process provides customers with the option of using BusinessDirect eOrder, an electronic ordering tool that is available to all end users of AT&T services and provides detailed information on the status of pending and completed service requests. Customers will also have the option of placing orders via email or telephone. Most direct bill customers place orders by sending an email to their account team or a designated email box (SOTX_Enduser_Request@att.com). The system responds with an auto generated email back to the customer acknowledging receipt and providing the tracking number for reference. A service representative then contacts the customer to take ownership of the request. This activity is completed within 48 hours. Once the orders are issued, a confirmation notice is sent to the customer



**DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-005
ATTACHMENT F-9 TO EXHIBIT F
SERVICE DELIVERY MANAGEMENT PLAN
FINAL**

providing the order number and due date. A completion notification is sent to the customer after the order is completed. The Service Order Retrieval and Distribution system automatically distributes the service orders to the appropriate department for processing.

AT&T TEXAN NG Price Quote interval via the DIR Remedy solution

Quotes for services will be processed in 24 hours when there are at least 8 business hours allotted within the 24-hour turnaround time provided from the time request was submitted.

The two exceptions will be as follows:

1st Exception exists for quotes with more than 5 sites/locations which will fall under or be considered a project and SLA's will not apply.

2nd Exception exists for Metro Ethernet services including ASE, OPT-E-MAN and GigaMAN. AT&T will confirm service availability prior to providing a quote for service. AT&T will provide quote within 72 hours when there are at least 24 business hours within the 72 hours turnaround time provided.

TEXAN NG Contract rates will prevail over any quotes provided for AT&T service(s).



**DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-005
ATTACHMENT F-9 TO EXHIBIT F
SERVICE DELIVERY MANAGEMENT PLAN
FINAL**

AT&T Scheduling Processes and Standard Service Intervals: AT&T has scheduling processes in place today for all services included within this RFO response.

Service	Standard Due Date Intervals: Adds, Changes, Moves	Standard Due Date Intervals: Disconnects	Project Interval
Data			
Analog-Intralata (see Note 4)	15 Bus.	10 Bus.	Negotiated
DS0-Intralata (see Note 4)	15 Bus.	10 Bus.	Negotiated
DS1- Intralata (see Note 4)	12 Bus.	10 Bus.	Negotiated
DS3- Intralata (see Note 4)	Negotiated 30 Bus. Min.	10 Bus.	Negotiated
OC3- Intralata (see Note 4)	Negotiated 30 Bus. Min.	10 Bus.	Negotiated
OC12- Intralata (see Note 4)	Negotiated	10 Bus.	Negotiated
DS0- Interlata	24 Bus.	31 Cal.	Negotiated
DS1- Interlata	24 Bus.	31 Cal.	Negotiated
DS3- Interlata	Negotiated-35 Bus. Day Min.	31 Cal.	Negotiated
OC3- Interlata	Negotiated-35 Bus. Day Min.	31 Cal.	Negotiated
FR/ATM	N/A	31 Cal.	N/A
DSL, AT&T Internet	5 Bus.	Next Bus. Day	Negotiated
NRS (New Grid) 1-8 Ckts (see Note 4)	20 Bus.	10 Bus.	Negotiated
NRS (Existing Grid) 1-8 Ckts (see Note 4)	15 Bus.	10 Bus.	Negotiated
TSP (Telecommunications Service Priority)	20 Bus.	20 Bus	Negotiated
AVPN Port (T1 and below)	30 Bus. Day	35 Bus. Day	Negotiated
AVPN Port NxT1	30 Bus. Day	36 Bus. Day	Negotiated
Upgrade an existing AVPN Port (T1 level)	22 Bus. Day	N/A	Negotiated
AVPN Port (T3)	40 Bus. Day	35 Bus. Day	Negotiated
AVPN Ethernet Port 1M-1GIG	70 Bus Day	35 Bus. Day	Negotiated
AVPN Ethernet Port 1G-10G	70 Bus Day	35 Bus. Day	Negotiated
GigaMAN	Negotiated	10 Bus.	Negotiated



**DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-005
ATTACHMENT F-9 TO EXHIBIT F
SERVICE DELIVERY MANAGEMENT PLAN
FINAL**

OPT-E-MAN	N/A	10 Bus.	Negotiated
AT&T Switched Ethernet (ASE)	45 Bus.	30 Cal.	Negotiated
AT&T Switched Ethernet on Demand (ASEoD)	30 Bus.	30 Cal.	Negotiated
AT&T Dedicated Ethernet (ADE)	Negotiated-60 Bus. Day Min.	30 Cal.	Negotiated
OPT-E-WAN (Interlata Ethernet)	45 Bus.	30 Cal.	Negotiated
Fixed Satellite	30 Bus. days for hardware and services	30 Cal.	Negotiated
AT&T Internet Services			
ADI DS1	30 Bus.	31 Cal.	Negotiated
ADI NxT1	35 Bus.	31 Cal.	Negotiated
ADI DS3	Negotiated-35 Bus. Day Min.	31 Cal.	Negotiated
ADI Ethernet	Negotiated-35 Bus. Day Min.	31 Cal.	Negotiated
Uverse, DSL, AT&T Internet	5 Bus.	Next Open (2-3 Bus. Days)	Negotiated
Voice			
Dedicated Outbound	35 Bus.	31 Cal.	Negotiated
Dedicated Inbound-PRI	35 Bus.	31 Cal.	Negotiated
Dedicated Toll Free (Megacom)	35 Bus.	31 Cal.	Negotiated
Dedicated Toll Free to Switched Toll Free	15 Bus.	31 Cal.	Negotiated
Switched Toll Free to Dedicated Toll Free	15 Bus.	31 Cal.	Negotiated
Switched Toll Free (ReadyLine)	8 Bus. RESPORG 15 Bus. No RESPORG)	8 Bus.	Negotiated
Advanced Toll-Free Features	13-20 Bus.	Negotiated	Negotiated
Switched Outbound (PICS) 1-10 Lines	7 Bus.	Same as Add Interval	N/A
Switched Outbound (PICS) 11-20 Lines	9 Bus.	Same as Add Interval	N/A



**DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-005
ATTACHMENT F-9 TO EXHIBIT F
SERVICE DELIVERY MANAGEMENT PLAN
FINAL**

Switched Outbound (PICS) 21-20 Lines	11 Bus.	Same as Add Interval	N/A
Switched Outbound (PICS) 41-80 Lines	13 Bus.	Same as Add Interval	N/A
Switched Outbound (PICS) 81 + Lines	Negotiated-Large PIC Process	Negotiated-Large PIC Process	Negotiated
Authorization Codes (Existing LDTN)	5 Bus.	5 Bus.	Negotiated
BVoIP (IP Voice)			
IP Flex Reach (IPFR); IPFR with Enhanced Features	45 Bus.	30 Cal.	Negotiated
Enhanced Features (existing IPFR)	30 Bus.	30 Cal.	Negotiated
IP Toll Free (1 IPTF requires advanced features)	35 Bus.	30 Cal.	Negotiated
Advanced Toll Free Features (existing IPTF)	15 Bus.	30 Cal.	Negotiated
IP Flex Reach Porting (existing IPFR)	Negotiated – 60 Bus. Day min.	30 Cal	Negotiated
Local Switched Services			
BUSINESS LINE	2-3 Bus.	2-3 Bus.	Negotiated
ANALOG PBX TRUNKS	12 Bus.	10 Bus.	Negotiated
SMARTTRUNK	14 Bus.	10 Bus.	Negotiated
Managed Security Services (MSS)			
DDOS	Negotiated	30 Cal.	Negotiated
NetBond	Negotiated	30 Cal.	Negotiated
FlexWare	Negotiated	30 Cal.	Negotiated
Network Based Fire Wall (NBFW)	Negotiated	30 Cal.	Negotiated
AT&T ESInet™			
ESInet	Negotiated	Negotiated	Negotiated
All Services			
CKR CHANGES-ALL SERVICES	5 Bus.	N/A	Negotiated

Note 1: Business Day intervals don't include AT&T holidays or weekends

Note 2: Due date intervals start when a complete service request is received from DIR

Note 3: If the Work Order is client approved after 2 p.m., interval starts on the next bus day

Note 4: Intralata intervals for AT&T locations only. Meet-point service, use the Interlata interval

Note 5: Project intervals are negotiated. A project is based on quantity of service and scope of work.

Note 6: Intervals are if facilities exist. If facilities are not available, additional time is required.

Note 7: Standard intervals represented apply to both on-net and off-net services

Note 8: Negotiated due dates apply when special circumstances occur. (i.e. Large volume of orders, special construction, facility build-outs, or special custom arrangements) Note 9: Five or more related work orders will be considered a project.

Note 10: Please refer to AT&T Services Geographic Reference Document. Service should be verified based on customer locations.

Note 11: Grandfathered: Legally restricted to existing customers. NO renewals & NO MAC orders. Disconnects ONLY.

Note 12: Sales Hold: Internal AT&T action. Do not proactively offer to new customers; propose alternate service. Existing customers are supported.

Note 13: Standard due dates set at negotiated (in MSS section) are dependent on complexity and design of service requested.

AT&T Performance Management:

AT&T will administer Performance Management with a team of support managers that are dedicated to the State of Texas. The combined team has more than 150 years of experience supporting DIR and the entities eligible to purchase services through this agreement. Performance Management will be guided by the timelines and SLAs negotiated in this contract.

AT&T Standard Reporting Capabilities:

Customer reports are available to pull information based on requested criteria, such as

- Circuit ID
- CKR - (Limited to orders placed by the DIR)
- Service order number
- Due date
- Completion date
- Work order
- Project Code
- BTNs

In addition to the required reports represented in the Vendor Reporting Guide provided during onboarding, AT&T offers a variety of standard reports for each service offered. The reports are provided monthly. Some types of available data for DIR orders are:

1) Summary Report includes:

- Total Number of Orders (Work orders)-Data
- Total Number of Orders (Work orders)-Voice
- Total Number of Orders (Work orders) Combined Voice and Data
- Percent of Installations not completed within Allowable Timeframe
- Total Number of Installation Orders
- Total Number of Installation Orders Completed within Allowable Timeframe (Number and Percentage)
- Total Number of Installation Orders Not Completed within Allowable Timeframe (Number and Percentage)



- Percent of Installations not Completed on Agreed Date
- Total Number of Installation Orders
- Total Number of Installation Orders Completed on Agreed Date
- Total Number of Installation Orders Not Completed on Agreed Date
- Percent of Disconnects not Completed on Agreed Date
- Total Number of Installation Orders
- Total Number of Installation Orders Completed on Agreed Date
- Total Number of Installation Orders Not Completed on Agreed Date
- Total Active Circuits
- Total Active ISDN Circuits

2) Detail Report includes (per Work Order):

- Purchase Order Number (Work Order)
- Agency Code
- Customer Name
- Location (Address, City, State)
- Project Code
- Platform (Legacy S or Legacy T)
- Type of Order (Voice or Data)
- Service Type (AVPN, ReadyLine TF, NRS DS1, etc.)
- DIR Release Date
- DIR Requested Due Date
- AT&T Due Date
- AT&T Completion Date
- EBD
- Was Order Completed on Agreed Date? (Adds and Disconnects only)-Yes or No
- Was Order Completed within Allowable Timeframe? (Adds and Disconnects only)-Yes or No
- Action (Add, Disconnect, Change, PIC, UNPIC)
- Allowable Interval (Adds and Disconnects only)-Based on published DIR Interval Guide Circuit Number

3) Total Customers—this is a summary of the number of Work Orders listed by Agency/Customer Name

AT&T Enhanced Reporting Capabilities:

The customer can produce customized reports through the BusinessDirect portal by defining the parameters associated with the data required. AT&T will also work with DIR on specific requests for enhanced reporting requirements. AT&T and DIR can set up a team to review the necessary parameters for such reports and determine feasibility and possible timelines. Together, DIR and AT&T will develop an appropriate plan that supports DIR.

AT&T Training Procedures:

AT&T will conduct TEX-AN NG contract seminars to assure that our customers have the latest information.

For TEX-AN NG, AT&T will provide training for three areas:

1) Training on new services awarded under the TEX-AN NG contract



- 2) Contracted Services Training (for new or replacement services)
 - AT&T will conduct TEX-AN NG contract seminars/webinars to assure that our customers have the latest information upon request.
- 3) Training of DIR Staff
 - AT&T will deliver a well-defined training program designed to provide orientation, training, and education on TEX-AN NG products and services to a broad range of customers and end-users as well as to DIR personnel. We will provide orientation on TEX-AN NG to DIR's customers and direct-bill customers throughout the State. AT&T will provide extensive and ongoing training to support the administrative functions of the DIR billing team and the sales/order functions of the DIR Network Solutions team. All training initiatives and events will include prior notification to DIR personnel of curriculum and will include sufficient time for DIR to schedule and participate if desired.

We will also provide training on all products, services, applications, and basic telecommunications knowledge (how it all fits together) as appropriate.

AT&T believes that customer training and notification are integral to customer satisfaction and efficient use of contracted services.

SERVICE DELIVERY MANAGEMENT PLAN

AT&T will provide DIR with Service Delivery Management that describes our processes and procedures for ongoing management of the end to end delivery of Services to DIR and DIR Customers. AT&T's Service Delivery Management Plan includes the following:

AT&T Support for DIR or Customer(s) conferences:

AT&T will participate in DIR conferences when invited or as determined by contractual obligations. AT&T will participate in customer(s) conferences to the extent that is possible under our marketing plan for the Government, Education, and Medical vertical markets. As stated in the Marketing Plan, AT&T will take advantage of opportunities to showcase TEX-AN NG products and services at conferences predominantly attended by TEX-AN eligible customers.

AT&T Ongoing training for both DIR and its Customers:

AT&T's will conduct TEX-AN NG contract seminars/webinars to assure that our customers have the latest information. AT&T can deliver ad hoc training for new DIR personnel on a one-on-one basis. The designated marketing coordinator will also coordinate refresher training sessions. AT&T offers extensive online tutorials through the Business Direct Learning Center. Customers can gain access to Business Direct by contacting their account team.

AT&T Processes and Procedures for Technical Support:

AT&T will provide a technical resource, Rick Stephens, to DIR for day-to-day support. The Customer Relationship Manager will be responsible for coordinating technical resource support requests above and beyond the scope of the standard support provided by the resource. AT&T will provide technical support to other customers through their assigned local account teams.

AT&T Processes and procedures for support of customers in transition:

For customers in transition, AT&T Life Cycle Team will assign a project team that will include a Service Representative, a Communications Consultant, and a Project Manager, if needed. This team will



coordinate with the DIR Order/Solutions team and the customer point of contact to ensure services are coordinated and target dates are met. We will complete a first bill review the billing is correct.

AT&T Standard Reporting:

In addition to the required reports represented in the Vendor Reporting Guide provided during onboarding, AT&T offers a variety of standard reports for each service offered. Reports can be generated by Circuit ID, Service order number, Due Date, Completion date, Work Order number, and by Billed Telephone Number.

AT&T Enhanced Reporting:

The AT&T BusinessDirect website includes a reporting process that generates reports accessed directly by our customers. Both DIR and our customers will be able to closely monitor provisioning order timelines and on-time completions to ensure our customer's services are turned up on time. We will also provide trouble ticketing information and trouble resolution information via this system. Additionally, the AT&T Service Delivery team provides periodic standard reports to DIR. AT&T will work with DIR personnel to identify and address special requirements for enhanced reports.

AT&T will work with DIR to identify the requirements for enhanced reporting needs. AT&T and DIR can set up a team to review the necessary parameters for such reports and determine feasibility and possible timelines. Together, DIR and AT&T will develop an appropriate plan once all the requirements of the reports have been identified.

AT&T Processes and Procedures for Trouble Resolution:

If trouble is encountered during the service delivery process after a service order has been completed, the trouble should be escalated to the Service Delivery helpdesk manager Daniel Carreon or delegate. Further escalations should follow the normal escalation process described in the next section.

AT&T Escalation Procedures:

Texas Major Accounts Center (TMAC) Service Management ensures that escalation contact information is accurate and current as organizational changes occur. TMAC customers may escalate at their discretion when an event is not progressing as expected. TMAC internal escalation procedures are time sensitive, and the pre-defined intervals are directly related to the service level, customer expectations, service impact, and duration.

- Most designed circuit services have a standard 1-hour escalation interval beginning at the 1st level and ending at 5th level management. As owner and DIR advocate of the trouble report, TMAC is the initiating party.
- Some services such as DS3 and Ethernet include an immediate 1st level escalation within the TMAC when the trouble report is received, and to any workgroup responsible for "next step" resolution. The standard escalation interval for these type services is 30 minutes.
- DIR operations staff, help desks, and agency contacts are expected to use the TMAC escalation guide to notify specific individuals when trouble resolution is not progressing as expected per SLA agreements. The escalations guide is available upon written or verbal request from TMAC and also on the DIR CTS internet site. TMAC Service Management ensures that escalation contact information is accurate and current as organizational changes occur. For all escalation requests, please call the TMAC/Dedicated Customer Maintenance Center at (800) 792-8725



TMAC Escalation Contacts:

Level 1 – TMAC Technician
(800) 792-8725

Level 2 – **(7am to 4pm CST Mon-Fri)**
Daniel Carreon, Manager Network Operations
(512) 609-6240, daniel.carreon@att.com

Level 3 – Dean Davis, Area Manager TMAC Operations
(860) 786-8776, dd1513@att.com

Level 4 – Gregory Cockerham, Director Network Operations Centers
(919) 864-3317, gcockerham@att.com

AT&T Escalation for Order and Billing - Contacts:

Level 1 - Orders/Billing – Service Representative or Communications Consultant assigned the request.
1-800-773-4688

Level 2 - Orders - Erin Ellzey, Orders Support Manager, 512-358-5211, es3091@att.com

Level 2 - Billing – Claudia Yanez, Billing Ops. Analyst, 512 358-5245, cy3147@att.com

Level 3 – Grace Crain, Specialist – Client Services Project Management, 512-358-5246, gg4188@att.com

Level 4 - Mary Brooks, Government Associate Director Program Management - State of Texas,
512-358-5212, mb5695@att.com

Timeframes are dependent on customer requirements.



AT&T Customer Notification of new services awarded under the CTSA:

AT&T will develop a method to deliver notification of new services to TEX-AN NG eligible customers. The Customer Relationship Manager will work with DIR to establish communications lists so that new product notification can be delivered via electronic communication. The AT&T TEX-AN NG website will be updated regularly as new services are awarded.

Ad hoc training for DIR personnel regarding product additions can be delivered on a one-on-one basis. Refresher training sessions can be coordinated by the designated marketing coordinator under the direction of the Customer Relationship Manager. Likewise, customer training will be made available should the end-users require detailed information regarding our product additions. This training can be delivered via electronic web conferencing using AT&T Connect service.