



We make it simple. We keep it personal.

## SPECTROTEL ESCALATIONS – CUSTOMER CONTACT LIST

Escalation Level	Department/Description	Contact Number
Base	<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
Base	<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>
2	Bruce Engelhardt Team Lead, Switch Voice Provisioning	Office: 732.345.7830 <a href="mailto:bengelhardt@spectrotel.com">bengelhardt@spectrotel.com</a>
3	Melissa Covella Supervisor, Provisioning	Office: 732.345.7816 Cell: 646.982.8993 <a href="mailto:mcovella@spectrotel.com">mcovella@spectrotel.com</a>
	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>



We make it simple. We keep it personal.

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



We make it simple. We keep it personal.

2	Hugo Martinez Manager Solutions Engineering	Office: 732.345.7809 Cell: 908.906.1856 <a href="mailto:hmartinez@spectrotel.com">hmartinez@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>
<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>
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 <a href="mailto:rchampion@spectrotel.com">rchampion@spectrotel.com</a>
3	Chris Ricca (Billing) Executive Vice President, Operations	Office: 732.345.7846 Cell: 732.754.5271 <a href="mailto:cricca@spectrotel.com">cricca@spectrotel.com</a>
3	David Zahka (Collections) CFO	Office: 732.345.7869 Cell: 973.738.2663 <a href="mailto:dzahka@spectrotel.com">dzahka@spectrotel.com</a>