



2520 Whitehall Park Dr., Ste. 200
Charlotte, NC 28273

Toll-Free 800-975-7192

ESCALATION LIST 6.25

Portal: <https://entelesource.com>
 Quotes: equotes@entelegent.com
 Agent Orders: salessupport@entelegent.com
 Normal Business Hours: Monday - Friday, 8 am - 5 pm EST

SALES

TIER	CONTACT	EMAIL	PHONE
1	Email/Call Your National Channel Sales Manager		
2	Mark Sondergaard, Channel Chief/VP of Sales	mark.sondergaard@entelegent.com	O: 704-409-2688 C: 734-945-3698
3	Tom Turpin, CEO	tom.turpin@entelegent.com	O: 704-409-2426

PROVISIONING

TIER	CONTACT	EMAIL	PHONE
1	Email/Call Your Assigned Provisioner		
2	Call the Provisioning Team (A team member will answer and provide an update or transfer you to your assigned Provisioner)	provisioning@entelegent.com	O: 704-909-6407
3	Ashley Greene, Manager of Provisioning	ashley.greene@entelegent.com	O: 704-936-2374
4	Erin Eudy, Director of Provisioning	erin.eudy@entelegent.com	O: 704-409-2420

Standard Response Time: Inquiries received before 3 pm EST (2 hrs. or less). Inquiries received after 3 pm EST (Noon EST the next business day).

WIRELESS SERVICES

TIER	CONTACT	EMAIL	PHONE
1	Wireless Support Desk/Wireless Specialist		O: 800-975-7192, Opt. #3
2	Wireless Support Manager	wirelessupport@entelegent.com	O: 704-587-6707
3	Heather Stewart, Manager of Client Services	heather.stewart@entelegent.com	O: 704-909-6401
4	Amanda Carroll, Director of Client Services	amanda.carroll@entelegent.com	O: 704-409-2436
5	Jeff Strickler, VP of Business Services	jeff.strickler@entelegent.com	O: 704-323-7463

Support Process: Support requests will be assigned to a team member within 30 minutes of receipt. Order requests placed during normal business hours will be processed the same day. Order requests placed outside of normal business hours will be processed the next day. **For emergency/after-hours support, call the Wireless Support Desk at 800-975-7192, Opt. #3.** The following information is required for support requests: First/Last Name, Alternate Contact Number, Wireless Device Number, Nature of Request/Emergency.

WIRED SERVICES

TIER	CONTACT	EMAIL	PHONE
1	NOC/NOC Specialist		O: 800-975-7192, Opt. #1
2	NOC Manager		O: 256-428-8758
3	Tyron Colvin, Senior Network Service Manager	tyrone.colvin@entelegent.com	O: 704-299-4234
4	Amanda Carroll, Director of Client Services	amanda.carroll@entelegent.com	O: 704-409-2436
5	Jeff Strickler, VP Business Services	jeff.strickler@entelegent.com	O: 704-323-7463

Support Process: Trouble tickets will be assigned to a team member within 30 minutes of receipt. Trouble ticket status is reviewed and updates every 2 hours. **For Trouble ticket status inquiries, please contact Customer Support at 800-975-7192, Opt. #1.**

MANAGED NETWORK SERVICES

TIER	CONTACT	EMAIL	PHONE
1	NOC Operations Center		O: 800-975-7192, Opt. #2
2	NOC Supervisors	nocescalations@entelegent.com	O: 470-450-5008
3	Brian Edwards, NOC Manager		C: 678-448-6154
4	Escalation Team		O: 470-260-8303
5	Jeff Strickler, VP Business Services	jeff.strickler@entelegent.com	O: 704-323-7463

Support Process: Trouble tickets will be assigned to a team member within 30 minutes of receipt. Trouble ticket are monitored every two hours for status updates. **For Trouble ticket status inquiries, please contact MNS Customer Support at 800-975-7192, Opt. #2.** To ensure fastest response, please call the appropriate number above. Emails may delay response time.