



2520 Whitehall Park Dr., Ste. 200
Charlotte, NC 28273
TOLL FREE: 800-975-7192

Note: Normal Business Hours - Monday-Friday, 8AM - 5PM EST

ESCALATION LIST

Date: 6/21/23

Portal: <https://entelesource.com>

Quotes: equotes@entelegent.com

Order Submission: channelsupport@entelegent.com

SALES ESCALATIONS

800-975-7192 (Option #5)

Escalation	Contact	Email	Phone
1	Scott Smith, Sr. Growth & Retention Manager	scott.smith@entelegent.com	704-409-2427
2	Mark Sondergaard, Channel Chief/VP of Sales	mark.sondergaard@entelegent.com	704-409-2688 Cell: 734-945-3698
3	Tom Turpin, CEO	tom.turpin@entelegent.com	704-409-2426

PROVISIONING ESCALATIONS

Escalation Level	Contact	Email	Phone
1	Email or Call the Provisioner assigned to the order		
2	Email Provisioning	Provisioning@entelegent.com	
3	Ashley Greene, Manager of Provisioning	Ashley.greene@entelegent.com	704-936-2374
4	Erin Eudy, Director of Provisioning	erin.eudy@entelegent.com	704-409-2420

Standard Response Time: Inquiries received before 3pm EST (2 hrs. or less). Inquiries received after 3:30 pm EST (Noon EST the next business day)

WIRELESS SERVICES ESCALATIONS

800-975-7192 (Option #3)

Escalation Level	Contact	Email	Phone
1	Wireless Support Desk/Wireless Specialist	N/A	800-975-7192, Opt. #3
2	Lee Huntley, Wireless Support Specialist	lee.huntley@entelegent.com	704-409-2416
3	Heather Stewart, Manager of Client Services	heather.watts@entelegent.com	704-909-6401
4	Amanda Carroll, Director of Client Services	amanda.carroll@entelegent.com	704-409-2436
5	Jeff Strickler, VP Business Services	jeff.strickler@entelegent.com	704-323-7463

Support Process:

- Support requests will be assigned to a representative 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 business day.
- For emergency/after-hours support, call Wireless Support Desk at (800) 975-7192 (Opt 3).
- Required information for support requests:
 - First and Last Name
 - Alternate Contact Number
 - Wireless Device Number
 - Nature of Request / Emergency

WIRELINE SERVICES ESCALATIONS

800-975-7192 (Option #1)

Escalation Level	Contact	Email	Phone
1	NOC/NOC Specialist	N/A	800-975-7192, Opt. #1
2	NOC Manager	N/A	256-428-8758
3	Tyrone Colvin, Senior Network Service Manager	N/A	704-299-4234
4	Amanda Carroll, Director of Client Services	amanda.carroll@entelegent.com	704-409-2436
5	Jeff Strickler, VP Business Services	jeff.strickler@entelegent.com	704-323-7463

Escalation Process:

- Trouble tickets will be assigned to a representative within 30 minutes of receipt.
- Trouble ticket status are reviewed and updates every 2-hours.
- For trouble ticket status, please contact Customer Support at 800.975.7192 (Opt 1).

MNS ESCALATIONS

800-975-7192 (Option #2)

Escalation Level	Contact	Email	Phone
1	NOC Operations Center	N/A	800-975-7192, Opt. #2
2	NOC Supervisors	nocesalations@entelegent.com	470-450-5008
3	Brian Edwards, NOC Manager	N/A	C: 678-448-6154
4	Escalation Team	N/A	470-260-8303
5	Jeff Strickler, VP Business Services	jeff.strickler@entelegent.com	704-323-7463

MNS Escalation Process:

- Trouble tickets will be assigned to a representative within 30 minutes of receipt.
- Trouble tickets are monitored every two hours for status updates.
- For Trouble ticket status, 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.