



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: 3-15-23

Portal:	<a href="https://entelesource.com">https://entelesource.com</a>
Quotes:	<a href="mailto:equotes@entelegent.com">equotes@entelegent.com</a>
Order Submission:	<a href="mailto:channelsupport@entelegent.com">channelsupport@entelegent.com</a>

### SALES ESCALATIONS

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

### PROVISIONING ESCALATIONS

Escalation Level	Contact	Email	Phone
1	Email or Call the Provisioner assigned to the order		
2	Email Provisioning	<a href="mailto:Provisioning@entelegent.com">Provisioning@entelegent.com</a>	
3	Ashley Williams, Manager of Provisioning Email:	<a href="mailto:Ashley.williams@entelegent.com">Ashley.williams@entelegent.com</a>	704-936-2374
4	Erin Eudy, Director of Provisioning	<a href="mailto:erin.eudy@entelegent.com">erin.eudy@entelegent.com</a>	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	Jamon McDowell, Wireless Support Team Lead	N/A	704-409-2413
3	Heather Watts, Manager of Client Services - O:	<a href="mailto:heather.watts@entelegent.com">heather.watts@entelegent.com</a>	704-909-6401
4	Amanda Carroll, Director of Client Services O:	<a href="mailto:amanda.carroll@entelegent.com">amanda.carroll@entelegent.com</a>	704-409-2436
5	Jeff Strickler, VP Business Services	<a href="mailto:jeff.strickler@entelegent.com">jeff.strickler@entelegent.com</a>	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

### MNS 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 O:	<a href="mailto:amanda.carroll@entelegent.com">amanda.carroll@entelegent.com</a>	704-409-2436
5	Jeff Strickler, VP Business Services	<a href="mailto:jeff.strickler@entelegent.com">jeff.strickler@entelegent.com</a>	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).