

Sprint Nextel Contact Numbers

24 x 7 Sprint Corporate Security (Law Enforcement Hotline):1-866-398-3284

To increase our service levels to PSAPs, a toll-free number specifically for PSAPs with no voice prompts. Callers are routed directly to our hotline queue. Note: this number is available 24 x 7 for all PSAP emergencies.

Non-Emergency email inquiries:
Nonemergency911Issue@sprint.com

Escalation Contact for Corporate Security

Paul W. Taylor - Manager of Electronic Surveillance
Desk: 913-315-7652
Mobile: 816-651-4025
E-mail: paul.w.taylor@sprint.com

Sprint Nextel Addresses for Correspondence:

Address for Submitting Enhanced Service Request or Billing/Cost Recovery:

Sprint Nextel
E911 Cost Recovery
KSOPHT0101-Z3911
Overland Park KS 66251-3911

Peg Clattenburg – 911 Cost Recovery
Desk: 913-827-0279
6391 Sprint Parkway
Email: Peg.L.Clattenburg@sprint.com

Escalation contacts for the Sprint Nextel E911 Wireless Organization:

Rusty Griffin – 911 Production Supervisor
Desk: 913-827-0350
Email: Rusty.Griffin@sprint.com

Raymond Greig – 911 Production Supervisor
Desk: 913-827-0347
Email: Raymond.E.Greig@sprint.com

John F. Miller – 911 Production Supervisor
Desk: 913-827-0485
Email: John.F.Miller@sprint.com

Monica Puls – 911 Production Supervisor
Desk: 913-827-0529
Email: Monica.J.Puls@sprint.com

Terrence Phillips – Manager Network Engineering - 911
Desk: 913-827-0522
Email: Terrence.Phillips@sprint.com

Timothy G. Kelley – Director Network Engineering
Desk: 913-794-8152
Email: Tim.Kelley@sprint.com