



## AT&T MICHIGAN 9-1-1 CONTACT LIST – 2018

(Please use the list below to find the proper 9-1-1 Team Contact for your question or concern.)

### TROUBLE REPORTING

Please report all 9-1-1 service issues related to the 9-1-1 Network or AT&T maintained CPE to the AT&T 9-1-1 Resolution Center (available 24 hours a day, 7 days a week)

**888-424-3911**

*Non-9-1-1 service issues (radio circuits, ring down circuits, administrative lines, PRIs) should be reported to AT&T via the Express Ticketing website. Please have your circuit ID ready.*

<https://expressticketing.acss.att.com/expressticketing/>

### TROUBLE REPORTING TIPS/IMPORTANT INFORMATION

- Trouble issues should not be reported to the 9-1-1 Service Executive via phone call, text message, or e-mail. All trouble tickets should be opened through the 9-1-1 Resolution Center for proper tracking and timely resolution.
- Trouble may be reported to the AT&T 9-1-1 Resolution Center by the PSAP, the PSAP vendor, or 9-1-1 Authority (i.e. ETSB, County 9-1-1 Coordinator). If a vendor is reporting trouble, please be aware that some trouble tickets requiring dispatch are billable; your vendor may be asked to authorize dispatch charges on behalf of your PSAP. AT&T is unable to bill any agency outside the PSAP for 9-1-1 trouble tickets. *If you do not wish for your vendor to report trouble on your behalf, please contact your designated 9-1-1 USE to have notes added to the 9-1-1 RC Database indicating such*
- When reporting trouble, please try to be as specific as possible:
  - Provide dates/times of specific trouble calls, as well as ANI
  - Include trunk numbers or circuit IDs for network trouble and issue being reported (examples: unable to transfer, cannot hear caller/cannot be heard, noise and static on line)
  - For CPE troubles, please be sure to note if issue is happening at one position or multiple positions as well as issue being reported
- Escalations for trouble tickets should always begin with the 9-1-1 Resolution Center personnel; if you are unsatisfied with the 9-1-1 Resolution Center response, please engage your assigned 9-1-1 Service Executive.



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*Listed below are AT&T personnel assigned to support PSAP customers in Michigan with questions and escalations:*

- *9-1-1 Database (MSAG requests, ALI issues), please contact:*

**Lesley Rosson Chatmon, 9-1-1 Database Manager** ([LR1325@att.com](mailto:LR1325@att.com))

708-229-0475 – office / 708-629-6193 - cellular

*Escalations:* Frank Abbenhaus, Area Manager, 9-1-1 Database Management ([fa7766@att.com](mailto:fa7766@att.com))  
314-505-3662 – office

- *9-1-1 Service Management (9-1-1 Service Questions/Concerns and Escalations), please contact:*

*(See next page for 9-1-1 Service Executive Assignments by county)*

*PSAPs primarily served out of Grand Rapids or Cadillac Selective Routers*

**Keary Bertola, 9-1-1 Service Executive** – ([KB2193@att.com](mailto:KB2193@att.com))

219-213-0376 – cellular

*PSAPs primarily served out of Ann Arbor, Bay City, or Rochester Selective Routers*

**Randy Lewis, 9-1-1 Service Executive** – ([RL2859@att.com](mailto:RL2859@att.com))

330-232-2346 - cellular

*Escalations:* Kate Beinecke, Area Manager, 9-1-1 Service Management ([kb5174@att.com](mailto:kb5174@att.com))  
414-678-4986 – office

- *9-1-1 Sales (pricing requests, new CPE sales), please contact:*

**Paul Rzeznik, 9-1-1 Solutions Consultant** ([PR6251@att.com](mailto:PR6251@att.com))

248-395-1856 – office / 248-701-4026 – cellular

*Escalations:* Joe Nash, Sales Manager, Public Safety ([jn6191@att.com](mailto:jn6191@att.com))  
314-800-7976 – cellular