

Service Providers Network Operations Center and Other Contact Information

*This list is a work in progress. Your help in keeping it current is appreciated.
If you have updates, please forward to: mspetsc@michigan.gov.*

AT&T Mobility

Formerly Cingular and Centennial Wireless

Now includes:

Dobson Cellular Systems
ACC-American Cellular Corp. (DBA Cellular One)
NPI- (DBA Cellular One)
RFB Cellular (Cellular One of NE Michigan)

24-hour reporting of 911 problems, requesting customer's information and related issues, including subpoenas and court orders:

AT&T National Compliance Center
Tel: 800-635-6840, opt. 4
Fax: 888-938-4715

If requesting Phase I, Phase II, or Text to 911, or 10 digit number change, send request:

AT&T
Chief E911 Compliance Officer
P.O. Box 97061
Redmond, WA 98073-9761

E-911 Policy, Compliance Procedures, Other Issues

Mr. Lawson Dripps
Manager, Public Safety Relations
Tel: 513-657-6270
Email: Lawson.dripps@att.com

Cost Recovery (where applicable)

Ms. Audrey Smith
675 W. Peachtree Street NW, Room 30074
Atlanta, GA 30308
Tel: 404-927-4657

CellCom / Nsight

Technical Contact

Ms. Lee Ann Heim
Tel: 920-617-7317
Leeann.heim@nsighttel.com

Subpoena for Records

Fax: 920-617-5721

NOC: 920-617-7500

Fax: 920-617-5718

www.nsignal.com

Tax Department

Ms. Lynn Bunkelman
P.O. Box 19079
Green Bay, WI 54307
Tel: 920-617-7027

Metro PCS / T-Mobile

24-hour technical support:

NOC: 877-611-5868

Select opt. 4 (Radio Access Network), then opt. 2

First escalation NOC Manager on Duty

469-287-8486

Technical Assistance

Mr. Thomas Brown

E-911 Services and Engineering

12920 SE 38th Street

Bellevue, WA 98006

Tel: 425-383-3114

Fax: 425-383-2250

E-mail: thomas.brown2@t-mobile.com

Regulatory Affairs

T-Mobile 911 Regulatory Manager

601 Pennsylvania Avenue NW

North Building, Suite 800

Washington, DC 20004

Fax: 202-654-5963

Mr. Jeff Hall

Manager

E-911 Services and Engineering

E-mail: Jeffrey.Hall44@T-Mobile.com

Legal Support, Subpoena, Subscriber Issues

Tel: 877-653-7911

Fax: 973-292-8697

24x7 Law Enforcement Relations Group

(PSAPs only)

Tel: 877-653-7911

Fax: 813-801-8863

Tax Department

Ms. Rosemary Bloom

Manager, Tax Operations

Tel: 425-383-4258

rosemary.bloom@t-mobile.com

911 Network Issues

Tel: 888-662-4662

http://www.t-mobile.com/Company/CompanyInfo.aspx?tp=Abt_Tab_CompanySafety&tsp=Abt_Sub_911

Sprint

Issue Reporting for Wireless 9-1-1 and Text to 9-1-1 Services

9-1-1 Emergency Issues:

West Carrier Support Center
800-514-1851

9-1-1 Non-Emergency Issues:

carriersupportcenter.safetyservices@West.com

Sprint - 9-1-1 Management Escalations

9-1-1 Service Management

1st Level Escalation - Garrison Smith, Garrison.Smith@Sprint.com, 913-315-9285

2nd Level Escalation - Mike Wirick, Michael.j.Wirick@Sprint.com, 913-315-8618

3rd Level Escalation - Jason Batchelder, Jason.d.Batchelder@Sprint.com 913-794-0102

Sprint 9-1-1 Service Management after-hours contact number:

913-274-9062

West - 9-1-1 Management Escalations

Service Delivery Project Specialist - Melora Luth, MLuth@West.com 720-494-5816

Service Delivery Supervisor - Dan Neu, DNeu@West.com 720-494-5828

Exigent Emergency 9-1-1 issues Involving Sprint

Sprint Corporate Security

24 x 7 Hotline for Public Safety and Law Enforcement:

866-398-3284

Escalation Contact for Sprint Corporate Security: Stephen P. Ehrnman - Manager of Electronic Surveillance

Desk: 913-323-2745 Mobile: 816-645-3697

E-mail: stephen.p.ehrnman@sprint.com Fax: 816-600-3100

Text to 9-1-1 Request for Service

Request for Service via Mail

West

Attn: Sprint Text-to-911 C/O: Dan Neu

West Safety Services 1601 Dry Creek Dr. LONGMONT CO 80503

Request for Service via E-mail

spcs@west.com

9-1-1 Cost Recovery

Peg Clattenburg – 9-1-1 Cost Recovery 913-226-6735

Peg.L.Clattenburg@Sprint.com

Comtech TeleCommunications Corp (formerly TeleCommunications Systems, Inc. (TCS))

Mr. Ruobo Lu

E-mail: noc@comtechtel.com

NOC: 800-959-3749

Thumb Cellular

Administrative Contact

Mr. Brent Wehner
82 S. Main Street
P.O. Box 650
Pigeon, MI 48755
Tel: 800-443-5057 x 204
Tel: 989-453-4333 x 204
Fax: 989-453-4363
E-mail: bwehner@thumbcellular.com

Technical Assistance

Network Operations Center
7212 Nitz Street
P.O. Box 650
Pigeon, MI 48755

NOC: 989-453-4420

Pager if no answer on NOC: 877-802-8676

noc@avci.net

TracFone

Mr. Richard Salzman
Executive VP and General Counsel
Legal Department
9700 NW 112 Avenue
Miami, FL 33178
Tel: 305-640-2054
Cell: 786-202-9007
E-mail: rsalzman@tracfone.com

NOC: 800-820-8632

US Cellular

Finance

Mr. Jeff Sorensen
Regulatory Accounting
8410 W. Bryn Mawr Avenue
Suite 700
Chicago, IL 60631-3486
Tel: 773-399-7477
E-mail: Jeffrey.Sorensen@uscellular.com

Regulatory Matters

Mr. Bill Tortoriello
Manager, Regulatory Affairs
8410 W. Bryn Mawr Avenue
Chicago, IL 60631
Tel: 773-355-3356
Fax: 773-399-4984
E-mail: Bill.tortoriello@uscellular.com

General E-911 Matters

Mr. David Conner
Regulatory Affairs Technical Program Manager
Tel: 773-399-4193
Fax: 773-399-4984
E-mail: David.conner@uscellular.com

PSAP Troubleshooting – Intrado CSC

Tel: 800-514-1851

NOC: 800-510-6091

Verizon Wireless

Operations

Ms. Susan Sherwood
Sr. Mgr. Network Eng. & Ops
5055 North Point Parkway
Alpharetta, GA 30022
Tel: 770-797-1225
E-mail: susan.sherwood@vzw.com

Ops Desk – 800-514-1851
Ops Desk – 877-856-7504

After Hours Exigent Circumstances

Tel: 800-451-5242, Option 4
Fax: 908-306-7501

Cellco Partnership d/b/a Verizon Wireless

Attn: Custodian of Records
180 Washington Valley Road
Bedminster, NJ 07921

(This address should be used on all subpoenas, search warrants, and court orders).

Subpoenas Fax: 888-667-0028

Court Orders Fax: 908-306-7491 or 908-306-7492

Telematics Network Operations Center (NOC)

Sirius XM

Tel: 972-753-6344
Alert Team Desk: 972-753-6345

OnStar

888-466-7827 (PSAPs need 4-digit reference #)

Ford Sync

Ford Motor Company
Connected Vehicles & Services
Emergency Assistance/eCall Core Supervisor
Phone: (313) 390-9684
Mobile: (313)805-7373

Communication Providers VoIP and Cable NOC

Bandwidth: 855-864-7776

T-Mobile: 888-662-4662

Charter: 866-248-7662

TCS: 800-959-3749

Comcast Communications: 877-249-7306

Virgin Mobile: 800-322-1122

Intrado: 800-357-4911

Vonage: 866-293-5674

MagicJack

To follow the process, please call the numbers in the order they appear:

1. Emergency Situations/Intrado Support (PSAP only)
Tel: 800-357-4911
2. Technical Support
Tel: 972-359-3691
3. Ms. Amy Freund
Tel: 267-424-4400

E-911 Service Providers in Michigan

AT&T

911 Resolution
Tel: 888-424-3911

Frontier

911 Customer Care Center
Tel: 877-245-3511

911 Service Manager
Tel: 989-723-0431

Peninsula Fiber Network

Tel: 888-564-8881