

Call One - Suburban Purchasing Cooperative

Contact & Escalation List

	LEVEL	PRIMARY CONTACT	SECONDARY	CORE RESPONSIBILITIES
MAC	I	MAC@callone.com Victoria Nolfi <i>Customer Care Team Lead</i>		• Move, Adds, Changes and Deletes
	II	O: (312) 252-4953 E: vnolfi@callone.com		• Point of escalation for all MAC requests
	III	Colleen Bradich <i>Customer Care Manager</i> O: (312) 681-8324 E: cbradich@callone.com		• Point of escalation for Customer Care Team Lead and MAC requests
BILLING	I	Customer Care T: (800) 440-9440 E: customercare@callone.com		• Invoicing, credits and accounts receivable requests
	II	Colleen Bradich <i>Customer Care Manager</i> O: (312) 681-8324 E: cbradich@callone.com		• Point of escalation for Billing Team Lead
TECH SUPPORT	I	Customer Service Specialist T: (800) 440-9440 E: TechSupport@callone.com		• Open trouble tickets • Status updates on existing trouble tickets • Provide status on customer related issues or direct to appropriate call one individual
	II	Luis Alvarez <i>Tier II Lead Technician / Escalations Lead</i> O: (312) 252-4957 C: (312) 859-7112 E: lalvarez@callone.com		• Point of escalation for repair / Tech Support
	III	Keith Black <i>Supervisor</i> O: (312) 506-5024 C: (312) 802-2860 E: kblack@callone.com	Steven Ochoa <i>Supervisor</i> O: (312) 506-5039 C: (312) 802-1564 E: sochoa@callone.com	• Points of escalation for Tier II Technician
	IV	Geneva Gross <i>VP - Customer Experience</i> O: (630) 544-2109 E: ggross@callone.com		• Point of escalation for Tech Support Supervisors
PROVISIONING	I	Mary Taylor <i>Provisioning Manager</i> O: (312) 681-8320 E: lsampson@callone.com		• Designated contact for provisioning
	II	Michael McDaniel <i>Director - Service Delivery</i> O: (312) 900-9904 E: mmcdaniel@callone.com		• Point of escalation for Provisioner
ACTIVATIONS	I	Tim Floyd <i>Activation Engineer</i> O: (312) 681-8302 E: tfloyd@callone.com		• Designated contact for service activations
	II	Saqib Tabba <i>Activation Team Lead</i> O: (312) 506-5003 E: stabba@callone.com		• Point of escalation for Activation Engineer
	III	Michael Flood <i>Service Activations Manager</i> O: (708) 263-1067 E: mflood@callone.com		• Point of escalation for Activation Team Lead
PROJECT MGMT	I	Cynthia Henderson <i>Manager - Project Management</i> O: (708) 540-8670 E: chenderson@callone.com		• Designated contact for project management • Provide ETAs on project-related tasks and milestones • Schedule project-related status meetings • Coordinate with internal and external resources to ensure deadlines are met
	II	Michael McDaniel <i>Director - Service Delivery</i> O: (312) 900-9904 E: mmcdaniel@callone.com		• Point of escalation for Manager - Account Management
ACCOUNT MGMT	I	Larry Widmer <i>Account Manager</i> O: (312) 252-4955 E: lwidmer@callone.com		• Point of escalation for all functional areas within Call One • Track open action items during touchpoint calls and send meeting notes • Ensure reporting is timely and accurate
	I	Keith Tomlin <i>Channel Manager</i> O: (312) 940-4035 E: ktomlin@callone.com		• Contracts & Pricing: respond to all proposal, quote and contractual questions • Introduce SPC Direction customers to new Call One products and services
	II	Alex Sondgerath <i>Director of Account Management</i> O: 312-681-8313 E: asondgerath@callone.com		• Point of escalation for ARM • Align with SPC Direction. on any strategic initiatives • Design, implement and run Call One's Account Management and Governance programs • Participate in touchpoint calls and business reviews as necessary
	III	Peter Lock <i>President, Carrier Services</i> O: 312-800-0093 E: plock@callone.com		• Point of escalation for sales and account management • Provide oversight and guidance on SPC Direction. partnership with Call One

