`

|  |
| --- |
| **Pre and Post-Sales Support (ASM)** |
| **Primary** | **Escalation** |
| **Tashá Wilson***Agent Support Manager*twilson@tpx.com858 200-2728 | **Jackie Perez***Manager, Agent Sales Support*jperez@tpx.com858 200-2718 |
| **Order Coordination (TC)** |
| **Primary** | **Escalation** |
| **Wendy Edwards***Telepartner Coordinator*wedwards@tpx.com858-200-2682 | **Marilyn Szamlewski***Sr. Manager, Sales Support*mszamlewski@tpx.com999-777-7260 |
| **Repair**  |
| **Primary** | **Escalation** |
| **Maryanne Chagnon***Agent Support Manager*mchagnon@tpx.com866-524-3680 | Rrocmanagement/escalation@telepacific.com*This goes to all Senior Management in the RROC* |
| **Channel Sales (Agent Channel Manager)** |
| **Primary**  | **Escalation** |
| **Christine Michael**Channel Managercmichael@tpx.com949.777-7042 | **Mark Harris**Director, Channel Sales mharris@tpx.com213 481-6543 |
| **Channel Technical Sales (Solution Architects)** |
| **Primary**  | **Escalation** |
| **Richard Karam***Solution Architect*rkaram@tpx.com8xx-xxx-1234 | **Dom Butry***Director Solution Architects* dbutry@tpx.com858 200-2674 |

|  |
| --- |
| **Senior Management Team** |
| **Organization** | **Name** | **Title** | **E-mail** | **Phone No.**  |
| Channel Sales | Ken Bisnoff | SVP, Strategic Opportunities | kbisnoff@telepacific.com | 213-213-3123 |
| Provisioning | Yvette Barreto | Director, Provisioning | ybarreto@tpx.com | 213-223-4114 |
| All | Dick Jalkut | CEO | djalkut@telepacific.com | 213-213-3500 |

For simple non-sales related inquiries (IE…Billing)

**Customer Care: 877-487-8722**