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| **Pre and Post-Sales Support (ASM)** | |
| **Primary** | **Escalation** |
| **Tashá Wilson**  *Agent Support Manager*  [twilson@tpx.com](mailto:twilson@tpx.com)  858 200-2728 | **Jackie Perez**  *Manager, Agent Sales Support*  [jperez@tpx.com](mailto:jperez@tpx.com)  858 200-2718 |
| **Order Coordination (TC)** | |
| **Primary** | **Escalation** |
| **Wendy Edwards**  *Telepartner Coordinator*  [wedwards@tpx.com](mailto:wedwards@tpx.com)  858-200-2682 | **Marilyn Szamlewski**  *Sr. Manager, Sales Support*  [mszamlewski@tpx.com](mailto:mszamlewski@tpx.com)  999-777-7260 |
| **Repair** | |
| **Primary** | **Escalation** |
| **Maryanne Chagnon**  *Agent Support Manager*  [mchagnon@tpx.com](mailto:mchagnon@tpx.com)  866-524-3680 | [Rrocmanagement/escalation@telepacific.com](mailto:Rrocmanagement/escalation@telepacific.com)  *This goes to all Senior Management in the RROC* |
| **Channel Sales (Agent Channel Manager)** | |
| **Primary** | **Escalation** |
| **Christine Michael**  Channel Manager  [cmichael@tpx.com](mailto:cmichael@tpx.com)  949.777-7042 | **Mark Harris**  Director, Channel Sales  [mharris@tpx.com](mailto:mharris@tpx.com)  213 481-6543 |
| **Channel Technical Sales (Solution Architects)** | |
| **Primary** | **Escalation** |
| **Richard Karam**  *Solution Architect*  [rkaram@tpx.com](mailto:rkaram@tpx.com)  8xx-xxx-1234 | **Dom Butry**  *Director Solution Architects*  [dbutry@tpx.com](mailto:dbutry@tpx.com)  858 200-2674 |

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| **Senior Management Team** | | | | |
| **Organization** | **Name** | **Title** | **E-mail** | **Phone No.** |
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| Provisioning | Yvette Barreto | Director, Provisioning | [ybarreto@tpx.com](mailto:ybarreto@tpx.com) | 213-223-4114 |
| All | Dick Jalkut | CEO | [djalkut@telepacific.com](mailto:djalkut@telepacific.com) | 213-213-3500 |

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

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