



## CALNET Customer Escalation Process

- Calnet customers should use the contact information outlined below to escalate resolution or status of an existing trouble ticket
- Prior to escalating, please ensure you have contacted our Service/Repair Desk to open a trouble ticket by calling **844-389-4694, Option 1** or by opening a ticket via the [Trouble Ticketing Reporting Tool \(TTRT\)](#)

Service Categories 23, 24 & 30:

Escalation Level	Name	Title	Contact Information
<b>1<sup>st</sup> Level</b>	Tracey Holmes or Jenna Rose	Supervisor, Complex & Strategic Service Assurance	Tracey-720-990-7743 Tracey_Holmes@Comcast.com Jenna-720-503-2039 Jenna_Rose@Comcast.com
<b>2<sup>nd</sup> Level</b>	Ryan Vigil	Sr, Manager, Complex & Strategic Service Assurance	720-281-8658 Ryan_Vigil@cable.Comcast.com
<b>3<sup>rd</sup> Level (primary)</b>	Chris Gerstenfeld  <b>OR</b>  Nicole Jackson	Client Service Manager: All State agencies (excluding Cal OES)  Client Service Manager: Non-State agencies, plus Cal OES	916-540-0319 Chris_Gerstenfeld@cable.Comcast.com  925-494-5466 Nicole_Jackson2@Comcast.com
<b>3<sup>rd</sup> Level (alternate)</b>	Brad Ferrin	Sr. Manager, Client Service Management	503-833-2507 Brad_Ferrin@cable.comcast.com
<b>4<sup>th</sup> Level</b>	Erin Pappas	Sr. Director, Complex & Strategic Service Assurance	425-361-5171 Erin_Pappas@cable.comcast.com



### Escalation Hierarchy

Incident Duration	Contact Level	Escalation Levels
< 1 hour	1	Care Supervisor, with courtesy notification to designated Client Service Manager
2 hours	2	Service Assurance Sr. Manager
3 hours	3	Client Service Manager
		CSM Manager
8 hours	4	Dir, Strategic Operations