



STATE OF TEXAS

DEDICATED CUSTOMER MAINTENANCE CENTER

Escalation Procedures

**** For after-hours escalations, call the Austin Dedicated Customer Maintenance Center at 800-792-8725 or 866-722-3911, and request the DUTY manager be paged immediately ****

In an emergency, if TMAC cannot be reached, please call the Duty phone at (512) 461-6983

<u>Name</u>	<u>Level</u>	<u>Telephone</u>	<u>Pager</u>
David Bustillo, Provisioning Escalations	1	(512) 609-6840	(512) 209-2920
Kyle Olson, Maintenance Escalations (Normal Business Hours)	1	(512) 609-6146	(512) 209-2130
Marla Romo-Loomis, Maintenance Escalations (Normal Business Hours)	1	(512) 609-6147	(512) 209-8322
Judy Veith, Maintenance Escalations (M-F 5:00 PM – 11:00 PM)	1	(512) 609-6860	(512) 209-2085
Rod Rice, acting Area Manager TMAC/911 Operations	2	(512) 609-6142	(512) 461-6784 Cell
Marcus Vickers, Director - Maintenance Service	3	(214) 268-8300	NA

Austin DCMC Management Team

<u>Name</u>	<u>Title</u>	<u>Telephone</u>	<u>Pager</u>
Kyle Olson	Mgr, Maintenance	(512) 609-6146	(512) 209-2130
Marla Romo-Loomis	Mgr, Maintenance	(512) 609-6147	(512) 209-8322
Judy Veith	Mgr, Maintenance	(512) 609-6860	(512) 209-2085
David Bustillo	Mgr, Provisioning	(512) 609-6840	(512) 209-2920
Victoria Nelson	Mgr, Service Assurance	(512) 609-6140	(512) 922-5941 Cell
Joseph Salinas	Mgr, Operations	(512) 609-6141	(512) 209-9227
Rod Rice	Area Manager, Acting	(512) 609-6142	(512) 461-6784 Cell