

CALNET Customer Escalation Process

Category 27 - Standard Contact Center Services

Category 28 - Custom Contact Center Services

Escalation Level	Name	Title	Contact Information
1st Level	Help Desk	Help Desk	(884) 622-5710
2nd Level	Jeff Strybing	Account Manager	(916) 752-0384 jstrybing@intervision.com
3rd Level	Brittney Scott	Contract Program Manager	(916) 221-1648 bscott@intervision.com
4th Level	Tom Keane	AVP, Sales – Public Sector	(415) 238-3541 tkeane@intervision.com