

AZNet Operations Escalation List

Type of Service	Name	Title	Company	Office Phone	Cell	Email
Operations Contact #1	Technical Support Center		Black Box	1-800-728-6981		azlevel2@blackbox-vs.com
Operations Contact #2	Vitale, Louis	Service Delivery Manager	Black Box	602-364-2072	480-255-7839	louis.vitale@blackbox-vs.com
Operations Contact #3	Masock, Ron	Program Manager	Black Box	602-364-0333	602-531-3829	ron.masock@blackbox-vs.com
Operations Contact #4	Barton, Jeff	Project Executive	Black Box	602-364-4918	602-421-9324	jeff.barton@blackbox-vs.com
Voice Contact #1	Technical Support Center		Black Box	1-800-728-6981		azlevel2@blackbox-vs.com
Voice Contact #2	Vitale, Louis	Service Delivery Manager	Black Box	602-364-2072	480-255-7839	louis.vitale@blackbox-vs.com
Voice Contact #3	Masock, Ron	Program Manager	Black Box	602-364-0333	602-531-3829	ron.masock@blackbox-vs.com
Voice Contact #4	Barton, Jeff	Project Executive	Black Box	602-364-4918	602-421-9324	jeff.barton@blackbox-vs.com
Data Contact #1	Technical Support Center		Black Box	1-800-728-6981		azlevel2@blackbox-vs.com
Data Contact #2	Herrick, Bianca	Service Delivery Manager	Black Box	713-307-6835	281-914-8878	bianca.herrick@blackbox-vs.com
Data Contact #3	Masock, Ron	Program Manager	Black Box	602-364-0333	602-531-3829	ron.masock@blackbox-vs.com
Data Contact #4	Barton, Jeff	Project Executive	Black Box	602-364-4918	602-421-9324	jeff.barton@blackbox-vs.com
Security Contact #1	Schneider, Paul	Security Lead	Black Box		480-398-0430	paul.schneider@blackbox-vs.com
Security Contact #2	Vitale, Louis	Service Delivery Manager	Black Box	602-364-2072	480-255-7839	louis.vitale@blackbox-vs.com
TEM Billing Contact #1	Almquist, Pam	Agency Payments Manager	Telesoft	602-308-1221		palmquist@telesoft.com
TEM Billing Contact #2	Kluge, fred	VP Agency Billing	Telesoft	908-497-3814		fluge@telesoft.com
DMT/Projects Contact #1	Masock, Ron	Program Manager	Black Box	602-364-0333	602-531-3829	ron.masock@blackbox-vs.com
DMT/Projects Contact #2	Barton, Jeff	Project Executive	Black Box	602-364-4918	602-421-9324	jeff.barton@blackbox-vs.com