

AT&T –California Only

Emergency Fire Phone Ordering ONLY

Year 2009

1 September 2009

Normal Hours 8am-5pm M-F (PST)

Government Accounts Steve Hayhurst (866) 247-1563 email: sh2416@att.com

My Back-up when I am out of the Office

Government Accounts Cheryl Wagemann (866) 247-1565 email: cw8475@att.com

After Hours, Weekends and Holidays

Call the CAB (Customer Assistance Bureau) is the correct entity within AT&T for ordering temporary service/lines for the U.S. Forest Service during an emergency on weekends, holidays, and after hours. The CAB is responsible for receiving customer requests for emergency temp service and relaying the requests to the responsible work groups.

The telephone number for the CAB (California) is: (800) 332-1321

Due to the complexity of providing such service on extremely short notice, *it is essential that you provide correct and complete information to CAB personnel.* It is also essential that you confirm that the geographic area for which you are requesting service is in an area supported by AT&T. A few extra minutes to provide correct information can save hours in installation time. Reporting incorrect information, such as an incorrect address, may cause extended delays in our ability to deploy the appropriate work crew to install the service.

When You are READY to CANCEL when the FIRE is CLOSED DOWN

Call the above numbers.

All initial requests should be made to the aforementioned CAB number. If the above procedures do not meet your level of expectation, please contact your Service Executive.

Service Executive Jackie Caldwell Ph: (214) 576-5056
Cell: (214) 385-5986
Pager: (214) 581-6669



AT&T Fire Emergency PROCEDURES

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Customer Assistance Bureau (CAB)

Responsible to write the orders

California Only

Required Information:

Region:

Forest:

District:

FIRE NAME:

Local Address:

POC & phone #:

Demark or Service Location (Fire Camp, etc):

Type of Service (Pots lines, DSL, etc):

For POTs lines, the Long Distance Provider (PIC/LPIC) will be the LOCAL Carrier Only!!

Numbers will NOT be Published!!

Billing Address will be the Local Administrative Unit with the Fire Name on the BILL.

These Services are TEMPORARY ONLY, Not to be kept after the Fire Emergency is Closed Down.

These Services will be Cancelled when the Fire Emergency is over on Each Fire. Please Submit your Cancel Order in a Timely Manor. Make sure you get ALL the services listed.