



**State of Wisconsin
Frontier Communications Account Team 10/13/2016**

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| <p>Account Management</p> <ul style="list-style-type: none"> • Verizon Account Team Leader • Account Planning & Enterprise Sales • Primary Customer Advocate | <p align="center">Gregg Werner Enterprise Account Executive</p> <p>Office: 715 365-2209 Cell: 715 367-3287 Email: gregg.werner@ftr.com</p> | <p align="center">Frank Damit Regional Sales Manager</p> <p>Office: 608-837-1116 Cell: 608-234-2083 Email: frank.damit@ftr.com</p> | |
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| <p>Business Sales Support</p> <ul style="list-style-type: none"> • Service requests, directory listings, billing issues, and other service needs. <p>Service Order notes:</p> <ul style="list-style-type: none"> • Order requests must be sent via email to BusinessRequests@ftr.com. • Enter Order Request for State of WI, Billing Issue for State of WI, etc. in the subject line, allowing routing appropriate support staff. • An NSPE number will be provided within 24 hours & an order recap will be provided within 48 hours. | <p align="center">Ron Dague Specialist Account Management</p> <p>Office: 715-243-7009 Email: ronald.dague@ftr.com</p> | <p align="center">Business Requests Service Specialist group</p> <p>Email: businessrequests@ftr.com</p> <p>For work orders cc Ronald.dague@ftr.com gregg.werner@ftr.com</p> |
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| <p>Tax Exemption Procedure:</p> <p>Follow this process to obtain tax exemption status when ordering services that involve a new billing account number:</p> | <p>Submit Order to businessrequests@ftr.com, cc to Ronald.dague@ftr.com and Gregg.werner@ftr.com. Include this text in your email, "Please get back to me with a phone number, order number and due date (request as soon as possible)."</p> <p>The Service Representative will respond with that information via email.</p> <p>Forward tax exemption information with order request.</p> |
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| <p>Operations Advocate</p> <ul style="list-style-type: none"> • Primary escalation point for Repair & Provisioning. • Secondary Customer Advocate for Network Services (contact if neither Sue Schmidt nor her management is available). | <p align="center">John Van Ooyen Area General Manager</p> <p>Office 715-847-1600 Email: john.vanooyen@ftr.com</p> | <p align="center">Kelly Shipley General Manager</p> <p>Office: 608-837-1140 Email: Kelly.shipley@ftr.com</p> |
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| Repair or Trouble Reporting | 800-921-8104 & Follow Prompts |
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