



CONTACT LIST

CUSTOMER SERVICES - customerservices@optivon.net				
NAME	POSITION	TELEPHONE	EMAIL ADDRESS	FAX
Customer Service Group	Customer Service	(787) 625-2727 (787) 625-8800	customerservices@optivon.net	(787) 304-0920
Keisha Rodriguez	Customer Service Representative	(787) 304-2011	krodriguez@optivon.net	(787) 304-0880
Jeniffer Rivera	Customer Service and LNP Coordinator	(787) 304-2012	jrivera@optivon.net	(787) 304-0891
Wanda Rodriguez	Technical Sales Advisor	(787) 304-2787	wrodriguez@optivon.net	(787) 304-0888
Cynthia Bezares	Customer Service Director	(787) 706-4966 (787) 475-1037 Cel.	cbezares@optivon.net	(787) 304-0881

TROUBLE TICKET ESCALATION LIST (787-625-8800)

Web Site Access to open and manage your TK: <http://desk.zoho.com/portal/optivon/home> (Use credential)

Describe the problem in detail, and provide name and callback information.
You can check the Web Portal for updates, and enter new information as required.

Escalation list if Ticket is not confirmed withing 30min. By Optivon

LEVEL	NAME	POSITION	TELEPHONE	EMAIL
I	NOC Call Center	Tier 1	(787) 625-8800	ticket@optivon.net
II	Victor Barrera	Technical Services and NOC Director	(787) 277-2924 (787) 479-2924 Cel.	vbarrera@codecom.com
II	Felix Cardona	Engineering and Wholesales Director	(787) 304-0010 (787) 596-8933 Cel.	fcardona@optivon.net
III	José J. Romero	President	(787) 793-6000	jjromero@codecom.com