

InterVision Systems, LLC

G.3.4.2 CALNET Customer Escalation Process Rev.10.18.2024

(Please note that each contact person at every level will have one hour to respond, and if there is no response, then move to the next level on the contact list. (After one hour, escalate to the next level as needed.)

Category 27- Standard Contact Center Services

Level	Name	Title	Office Number	Cell Number	Email
1	Jeff Strybing	Account Manager	(916) 752-0384	(916) 752-0384	<u>jstrybing@intervision.com</u>
2	Anatole Moore	Contract Program Manager	(916) 230-0856	(916) 230-0856	<u>a.more@intervision.com</u>
3	Andrea Rohmann	Director of Client Engagement	(916) 206-0236	(916) 206-0236	<u>Arohmann@intervision.com</u>

Category 28 - Custom Contact Center Services

Level	Name	Title	Office Number	Cell Number	Email
1	Jeff Strybing	Account Manager	(916) 752-0384	(916) 752-0384	<u>jstrybing@intervision.com</u>
2	Anatole Moore	Contract Program Manager	(916) 230-0856	(916) 230-0856	<u>a.more@intervision.com</u>
3	Andrea Rohmann	Director of Client Engagement	(916) 206-0236	(916) 206-0236	<u>Arohmann@intervision.com</u>