



State of Florida Contact List

Florida Government	Flgovernmentsupport@verizonwireless.com	<ul style="list-style-type: none"> • Order Inquiries • Order Escalations 						
Customer Service	800-922-0204, Enter MTN Hours of Operation: Monday-Friday 8:00 am-9:00 pm *Enter the Government mobile number to ensure correct routing to the Government queue.	<ul style="list-style-type: none"> • Basic billing inquiries • Emergency requests • Name changes • Feature changes • ESN Changes • VM resets • Roaming issues • P-Card Payments 						
After hours Customer Service	800-922-0204 Hours of Operation: Sunday-Saturday 24 hours	<ul style="list-style-type: none"> • VM resets • Feature Questions • Coverage • Roaming *No Account affecting changes						
Maintenance	State contract: GovernmentAccountSupport@VerizonWireless.com WSCA contract: WSCAAccountSupport@VerizonWireless.com	<ul style="list-style-type: none"> • MTN/ESN change • Add/delete features • Account/MTN transfer • Disconnects 						
Authorized Single Point of Contact (SPOC)	POCUpdates@VerizonWireless.com	<ul style="list-style-type: none"> • Modify or update contact or email information • To add/remove a single Point of contact 						
WDTS Technical Assistance	800-922-0204 Option 4	<ul style="list-style-type: none"> • Technical assistance on data devices 						
Contract Information	State of Florida Mini Site http://b2b.vzw.com/businesssites/stoffl.html DMS Site- http://www.dms.myflorida.com/business_operations/telecommunications/suncom2/voice_services/mobile_communications_services	<ul style="list-style-type: none"> • Order Guidelines • Phone Models • Coverage Maps • Pricing 						
Billing Liaison Team (GEA's)	Flbscgovtacts@se.verizonwireless.com Takesha Blair 866-738-8610 Ext 1093295 (All State Agencies, ex: EITS, DMS, DOH, DJJ, DOE, DOT, DEP, DOC, DOACS, FFWC, City of Tally, FSU, Tally) Dell Brown 866-738-8610 Ext 1093213 (South Territory) Kyla Glover 866-738-8610 x 1093070 (North Territory) Teetrice Davis 866-738-8610 x 1093299 (Central Territory) Lashayla White 866-738-8610 x 1093325 (Central Territory) <u>Supervisor For GEA's</u> Melissa Melville O: 256-924-7114 C: 443-717-3235 <u>Associate Director</u> Dembi Grandy C-256-338-5804 O-256-924-7159	<ul style="list-style-type: none"> • Billing Inquires • Tax Issues • Payment Research • Returned Equipment Research • Cost Center Update / Add • Bill Audits/Reviews 						
Government Account Team	<p style="text-align: center;">STATE OF FLORIDA TEAM</p> <p>National Account Managers Tom Madden (State of Florida) - Tallahassee Eric Wingard (Public Safety) – Tampa Pam Galban (Federal / Education) – Palm Beach</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>North FL</u></th> <th style="text-align: left;"><u>Title</u></th> <th style="text-align: left;"><u>Territory</u></th> </tr> </thead> <tbody> <tr> <td>Eric Womack</td> <td>Associate Director</td> <td>North FL</td> </tr> </tbody> </table>	<u>North FL</u>	<u>Title</u>	<u>Territory</u>	Eric Womack	Associate Director	North FL	850-294-5171 813-480-2002 954-654-2723 <p style="text-align: center;"><u>Contact Number</u></p> 410-218-7000
<u>North FL</u>	<u>Title</u>	<u>Territory</u>						
Eric Womack	Associate Director	North FL						

	Tom Beck Patrick Redfern John Ivey	GAM GAM GAM	Jacksonville Panama/Tally Gainesville/ N. FL	904-716-2600 850-556-2016 904-891-5884
	Richard Spurrier Kimberly Teagarden Rafael Maldonado Brian Baker Jacqueline Luetngen	Manager GAE GAE GAE GAE	North/Central FL Panama/Tally Gainesville/Ocala Jacksonville Panama/Tally	904-710-5835 850-294-1948 904-437-9596 904-716-9223 479-644-1688
	<u>West/Central/SW FL</u>	<u>Title</u>	<u>Territory</u>	<u>Contact Number</u>
	Colin Denney	Associate Director	Central FL	904-718-9797
	David Hill	GAM	Tampa	813-326-2757
	Angela Clark	GAE	Southwest FL	239-272-3490
	Troy Dunning	GAM	Named Acct	407-473-8857
	Courtney Pike	GAM	Tampa N/W	813-486-7788
	Lisa Terranova	GAM	Orl/Named Acct	813-758-2789
	Tim Carney Courtney Pledge Keith Ertl Shannon Cleveland Sarah Perry	Manager GAE GAE GAE GAE	Tampa N/S/ Orl Tampa E/S/Cen West/Central Tampa N/West Orlando/SC	813-417-8899 813-486-0178 813-394-7137 727-260-1452 407-473-5529
	<u>South FL</u>	<u>Title</u>	<u>Territory</u>	<u>Contact Number</u>
	Beth Bailey	Associate Director	South FL	786-360-9408
	Marilynn Vallori	GAM	Miami	305-389-5790
	Karen Holmes	GAM	West Palm	561-558-3900
	Mark Bumgardner	GAM	South	786-390-0282
	Stein Hibbert Jeff Davila Tandieka McDonald Rosemarie Hylton Nelson Cristobal	Manager GAE GAE GAE GAE	South FL N Palm Beach N Dade,Broward S Palm/Broward S Dade, Monroe	954-594-2399 561-459-7981 561-995-5557 561-214-2026 305-710-5255
	<u>Panhandle FL</u>			<u>Contact Number</u>
	Todd Weston Robert Colony			850-776-9743 850-281-5908
FL Implementation	Michele Fratz 561-314-9672 Malika Taalib 813-615-4836 Mike Buerki 813-615-4938			FL Implementation Manager Government Ops Consultant Supervisor of Sales Ops
FL Order Processing- BSA's	Paul Tuccelli 904-252-8902 Jenifer Bautz 561-995-5716 Katrinia Williams 850-545-2427 Inelisa Simanton 407-473-4295 Lina Au 813-352-0731 Matt Katz 561-886-8972 Tim Gray 813-352-1010			FL Government Support Box