

COMCAST BUSINESS

Procedures | [Outage/Repair](#)

1

Call the 24/7 repair center to open the ticket. Have the following information ready — account number, the service(s) affected/ or billing situation that is occurring, as well as the location address information, if applicable (see service inventory or an invoice for account information).

SAGE Team 1-866-950-3231
WST_SAGESupport@comcast.com

2

If further escalation is necessary

See contacts below.

Operations Team Contacts | [Lifecycle Support/ Escalation Assistance](#)

Name	Title	Role Summary	Contact Info	
Tresica Greene	Client Service Manager (CSM)	Your CSM is your day to day contact in maintaining the level of service your organization should expect from Comcast Business. They are a resource to facilitate any support needs, including escalations that may arise.	Desk	713-637-5267
			Cell	281-219-7514
			Email	Tresica_Greene@comcast.com
Vincent Garcia	Strategic Program Manager	Oversees program from account management through service delivery and drives visibility of customer requirements throughout the Comcast internal ecosystem.	Desk	720-826-1264
			Cell	720-614-8437
			Email	Vincent_Garcia@comcast.com
Juli Moreland	Manager, Program Management (CSMs)	Manager over the CSM program. A valuable resource for 2nd level escalation, as well as process improvement and enhancing the overall customer experience.	Desk	303-662-6048
			Cell	303-916-0785
			Email	Juli_Moreland@cable.comcast.com
Tracey Holmes	Manager, SAGE Support Team	Manager over the SAGE support program. A valuable resource for 3rd level escalation, as well as process improvement and enhancing the overall SAGE support experience.	Desk	720-750-4420
			Cell	720-584-6248
			Email	Tracey_Holmes@cable.comcast.com
Shellina Murphy	Sr. Director, Strategic & GovEd Ops (SAGE)	Sr. Director for WD Business Operations manages all assigned customer operations and support teams, 4th level escalation POC.	Desk	720-372-8734
			Cell	720-372-8734
			Email	shellina_murphy@cable.comcast.com

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Sales Team Contacts | New Products and Services Support

Name	Title	Role Summary	Contact Info	
Jim Segovia	Senior Enterprise Account Executive (SEAE)	Your SEAE's primary responsibility is to collaborate with your organization in understanding your business goals, and identify opportunities where Comcast Business can offer solutions to make a positive impact to those goals.	Desk	832- 529-7905
			Cell	832- 529-7905
			Email	Jim_Segovia@cable.comcast.com
John Jackson	Sales Engineer (SE)	Your SE partners with your SEAE to assist in the design of solutions and services, ensuring that technical goals are met.	Desk	832-361-1288
			Cell	832-361-1288
			Email	John_Jackson3@comcast.com
Chris Prekopa	Enterprise Sales Director	The Enterprise Sales Director leads a team of elite sales professionals that meet with top business executives to understand their goals and objectives and see if Comcast can help achieve them. An escalation resource for the customer and an internal champion for the SEAE.	Desk	720-357-3264
			Cell	720-357-3264
			Email	Chris_Prekopa@cable.comcast.com