

# ESCALATION PROCEDURES FOR TARRANT COUNTY PSAPS

## INITIAL REPORT

AT&T Assurance Center is the Single point of contact for all Tarrant County PSAPS

1-866-722-3911

Dial the above number. Your call will be answered by trained 9-1-1 service desk personnel. Provide your name, your PSAP Name, the Address and phone number. Describe the problem you are experiencing. You will be provided a Trouble Ticket Number. Record it in you Trouble Log. The Assurance Center will give you some idea of how soon you should expect a response based on the seriousness of the problem. Service effecting problems should receive prompt response

## ESCALATION LEVEL 1

If you have not gotten a response to your problem call or if the seriousness of the problem has increased, escalate your trouble report and provide information to the manager as to why the call should be escalated

Dial the AT&T ASSURANCE CENTER and ask for a Manager

1-866-722-3911

## ESCALATION LEVEL 2

If you still do not receive an adequate response, ESCALATE to Level 2. Contact Tarrant County 9-1-1 Staff and provide information on the nature of the problem and the steps you have taken to this point.

If you are unable to reach the first Choice, immediately attempt contact with the second choice and/or third choice until you have reach a TC911 Staff member.

Contact Tarrant County 9-1-1 District Staff

### Kevin Kleck

Mobile Phone

Office

E-Mail

### 1ST CHOICE

(817)-253-4264

(817)-820-1170

[kkleck@tc911.org](mailto:kkleck@tc911.org)

24 hours

8/5 weekdays

8/5 weekdays

### Wanda McCarley

Mobile Phone

Office

E-Mail

### 2ND CHOICE

(817)-988-2408

(817)-820-1185

[wanda@tc911.org](mailto:wanda@tc911.org)

24 hours

8/5 weekdays

8/5 weekdays

### Bill Horne

Mobile

Office

E-Mail

### 3RD CHOICE

(817)-999-5046

(817)-820-1172

[bhorne@tc911.org](mailto:bhorne@tc911.org)

24 hours

8/5 weekdays

8/5 weekdays

