



State of Florida Contact List

Florida Government	<u>Flgovernmentsupport@verizonwireless.com</u>	<ul style="list-style-type: none"> • Order Inquires • Order Escalations
Customer Service	800-922-0204, Enter MTN, Option 0, Option 4 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 Inquires • 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 effecting changes
Maintenance	<u>wfbmbizsupport@hq.verizonwireless.com</u>	<ul style="list-style-type: none"> • MTN/ESN change • Add/delete features • Account/MTN transfer • Disconnects
Authorized Single Point of Contact (SPOC)	<u>POCUpdates@VerizonWireless.com</u>	<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 3	<ul style="list-style-type: none"> • Technical assistance on data devices
Contract Information	State of Florida Mini Site <u>http://b2b.vzw.com/businesssites/stoffl.html</u> DMS Voice Site (MFMP) <u>http://dms.myflorida.com/business_operations/state_purchasing/vendor_information/state_contracts_agreements_and_price_lists/state_term_contracts/wireless_communications_services_equipment</u> DMS Data Site (Suncom) <u>http://www.dms.myflorida.com/suncom/suncom_products_and_pricing/wireless_services</u>	<ul style="list-style-type: none"> • Order Guidelines • Phone Models • Coverage Maps • Pricing
Billing Liaison Team	<u>Flbscgovtaccts@se.verizonwireless.com</u> Eunice Hale 770-751-5354 (Tom Beck, Lisa Terranova) Alleya Douglas 770-751-5227 (Patrick Redfern, Kim Teagarden, Daryl Wise, Paul Flood) Katina Harrison 770-751-5243 (Helene Milbert, Robin Kampf) Marie Ajao 770-751-5339 (Tallahassee Dedicated Accts-EITS, DMS, DOE, DOH, DEP, DOC, DOACS, City of Tally-AT, FSU-AT) Christie Rogers 770-751-5280 (Pamela Good, Brian Rivera, Jason Buria) Eric Talley 770-751-5330 (Broward, Lenny Mangaroo, Rosemarie Hylton) Tiffany Glapion 770-751-5235 (Larry Livengood, Leslie Johnson, Troy Dunning) <u>Supervisor For Account Liaison</u> Corina Nelson 770-797-1486 <u>Associate Director</u>	<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

STATE OF FLORIDA TEAM

National Account Managers

Tom Madden (State of Florida) - Tallahassee
 Doug Glenn (Education) - Boca Raton
 Eric Wingard (Public Safety) – Tampa

850-294-5171
 561-302-9122
 813-480-2002

<u>North FL</u>	<u>Title</u>	<u>Territory</u>	<u>Contact Number</u>
Colin Denney	Associate Director	North/Central FL	904-718-9797
Tom Beck	GAM	Gainesville/Ocala	904-716-2600
Patrick Redfern	GAM	Panama/Tally	850-556-2016
John Ivey	Fed GAM	North	904-891-5884
Richard Spurrier	Manager	North/Central FL	904-710-5835
Open	GAE	Jacksonville	
Kimberly Teagarden	GAE	Panama/Tally	850-294-1948
Lisa Marie Terranova	GAE	Gainesville/Ocala	352-502-3378
Brian Baker	Fed GAE	North	904-716-9233

<u>West/Central/SW FL</u>	<u>Title</u>	<u>Territory</u>	<u>Contact Number</u>
Shomari Williams	Associate Director	Tampa N/S/Orl	813-431-3317
Brian Rivera	GAM	Tampa	813-326-2757
Larry Livengood	GAM	Southwest FL	239-218-5670
Leslie Johnson	GAM	Orlando/SC	407-375-5030
Veronica Whitworth	Fed GAM	West/Central	813-431-8019
Tim Carney	Manager	Tampa N/S/ Orl	813-417-8899
Jason Buria	GAE	Tampa E/S/Cen	813-486-0178
Open	GAE	Southwest FL	
Pamela Good	GAE	Tampa N/West	727-260-1452
Troy Dunning	GAE	Orlando/SC	407-473-8857
Courtney Johnson	Fed GAE	West/Central	813-486-7788

<u>South FL</u>	<u>Title</u>	<u>Territory</u>	<u>Contact Number</u>
Beth Bailey	Associate Director	South FL	786-360-9408
Helene Milbert	GAM	Miami	305-389-5790
Lenny Mangaroo	GAM	West Palm	561-252-5590
Mark Bumgardner	Fed GAM	South	786-390-0282
Stein Hibbert	Manager	South FL	954-594-2399
Open	GAE	Broward	
Robin Kampf	GAE	Miami	305-962-3016
Rosemarie Hylton	GAE	West Palm	561-214-2026
Nelson Cristobal	Fed GAE	South	305-710-5255

<u>Panhandle FL</u>	<u>Contact Number</u>
Daryl Wise	850-776-3406
Paul Flood	251-753-3266

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**

Misty Lustberg 813-615-4957
Paul Tuccelli 904-252-8899
Jenifer Bautz 561-995-5716
Katrinia Williams 850-545-2427
Inelisa Simanton 407-473-4295
Yanira Robinson 407-473-9722
Lina Au 813-352-0731
Lisa Robinson 904-738-5048
Saikham Baccam 813-802-9776
Matt Katz 561-886-8972

FL Government Support Box