

# Cellular Phone Service

- All departments are responsible their own cellular needs. Each Cellular Account is established with at least (2) POCs (Point of Contacts). POCs are UD employees responsible for the account and the user's needs. They have the ability to order new service and equipment, change plans, resolve billing issues, request warranty replacements, and add/remove features.
- Telephone Services will assist a POC with unresolved issues. POC's should make every attempt to resolve issues through the carrier's representative before contacting Telephone Services.
- Individuals looking to start, cancel, change services or experiencing issues should contact their department's Point of Contact.

## **NEW ACCOUNTS:**

- All new accounts start with an email to Telephone Services. We will need the below information to assist you in obtaining a new account and services.
  - Once Telephone Services receives this this information we will contact the Carrier Representative who will in turn contact the requesting department to see how they might best serve their needs.
  - If an account is opened, Telephone Services will establish and notify the new POCs with their online access.
- **Carrier of Choice:** Verizon Wireless, AT&T, T-Mobile or Sprint
- **ACCOUNT NAME:**  
Address:
- **SPOC INFORMATION: (at least 2)**  
  
Name:  
Department:  
Phone:  
Email:

## **POINT OF CONTACT UPDATING**

- There should be (2) POCs for each wireless account at all times. These are the UD staff responsible for maintaining and reviewing the account.
- Any Additions or Cancellations of a POC need to be sent to Telephone Services and include the following

Carrier:

Account Number:

POC NAME:

Reason for change: (Add or Cancellation)\*

\*If adding a new POC:

- Name:  
Department:  
Phone:  
Email:

## **Carrier Contact Information**

### **AT&T**

Alyssa Knaub, AT&T Client Solutions Executive

[as6893@att.com](mailto:as6893@att.com)

717-571-5094

After hours tech support: (800) 331-0500

### **Sprint – 800-927-2199**

Joseph Blaszczyk – Account Executive

[Joseph.blaszczyk@sprint.com](mailto:Joseph.blaszczyk@sprint.com)

215-740-1686

After hours tech support: (800) 927-2199

### **T-Mobile – 888-573-6664**

Charles Jones - Sr. Manager Business Sales

[Charles.jones160@t-mobile.com](mailto:Charles.jones160@t-mobile.com)

267-981-3680(c) 610-225-2138(o)

### **Verizon Wireless 800-922-0204**

Matt Wilchinski- Government Account Executive

[matthew.wilchinski@verizonwireless.com](mailto:matthew.wilchinski@verizonwireless.com)

302- 540-9999

After hours tech support: (800) 922-0204