

**Out of Service (Trouble Tickets)**  
24 hours 7 days per week

**Level 1**

**DO NOT EMAIL**  
You **MUST** call in the Trouble Report

Contact Dedicated Service Technician:  
Call 888-288-5010  
Option 1 then option 1  
  
1st alternate number: 916-965-9904  
2nd alternate number: 818-481-5823

**Level 2**

Amy Gallardo  
Customer Service Manager  
800-825-1055 Ext. 382  
Cell: 818-984-2461

**Level 3**

Kenneth Jenks  
Director of Operations  
888-899-2789 Ext. 370  
Cell: 818-605-8691  
ken.jenks@airespring.com

**Customer Service**  
BILLING, CREDITS,  
GENERAL QUESTIONS, ETC.

**Level 1**

Premier Support Customer Service representatives at 800-825-1055 option 1, then option 3

**Level 2**

Amy Gallardo  
Customer Service Manager  
800-825-1055 Ext. 382  
Cell: 818-984-2461

**Level 3**

Guy Eltringham  
Vice President Service Delivery  
888-899-2789 Ext. 249  
Cell: 818-605-1304  
guy.eltringham@airespring.com

**Premier Account Management**  
Additional dedicated circuits for current and other locations; and general account assistance or disconnections

**Level 1**

Your Assigned Premier Account Representatives at 888-389-2899 Ext.276  
(direct extension supplied with his/her individual contact information)  
CustomerRelations@airespring.com

**Level 2**

Carl Noblitt  
Director of Customer Relations  
888-899-2789 Ext. 490  
Cell: 877-310-6809

**Level 3**

Ron McNab  
Senior Vice President Sales  
888-389-2899 Ext. 252  
Cell: 818-430-2080

**Sales Operations**

Provisioning and modification of existing dedicated orders or service – T-1 or Toll Free (including switched additions to dedicated accounts)

**Level 1**

Sales Operations Dept.  
888-899-2789 Ext.270

**New Services:**  
T1orders@airespring.com

**Moves, Adds & Changes:**  
macd@airespring.com

**Level 2**

Kristin Linehan  
Service Delivery Manager  
888-899-2789 Ext. 235  
Cell: 818-430-2923  
kristin.linehan@airespring.com

**Level 3**

Kenneth Jenks  
Director of Operations  
888-899-2789 Ext. 370  
Cell: 818-605-8691  
ken.jenks@airespring.com

**Level 4**

**Barbara Jamaledin - Vice President Operations**

Office: 818-786-8990 Ext.375 Cell: 818-290-9919

**Level 5**

**Don Greenstein - Senior Vice President Operations**

Office: 818-786-8990 Ext.227 Cell: 818-231-1846 E-mail: don.greenstein@airespring.com

**Level 6**

**Daniel Lonstein - Chief Operating Officer**

Office: 818-786-8990 Ext.228 E-mail: daniel@airespring.com

**Level 7**

**Avi Lonstein - Chief Executive Officer**

Office: 818-786-8990 Ext.223 E-mail: avi@airespring.com