

To be announced:  
November 9<sup>th</sup>, 2016  
9:00 a.m. Central

**AT&T Services, Inc.**  
**Global Customer Service**

As part of the Global Delivery and Assurance Unity plan and in conjunction with the November 1<sup>st</sup>, 2016 announcement, the Global Business Provisioning & Assurance organization will be making the following alignment changes.

Reporting to **Chad Townes**, Vice President-Global Business Provisioning & Assurance, AT&T Services, Inc. will be:

**John Bowman**, Assistant Vice President, Network Services supporting Access Intervention Management, Executive Escalation, Quality Assurance/Audit, SLA Validation, Centralized Technical Assistance Center (CENTAC), and Project Management. Reporting to John will be:

**Greg Cockerham**, Director Network Operations Centers supporting Access Intervention, Executive Escalation, & Centralized Technical Assistance Center (CENTAC):

**Quencheckiee Averett**, Area Manager Network Operations Center

**Linda Burd**, Area Manager Network Operations Center

**Leigh Canada**, Senior-Network Support

**Doris Cobb**, Senior-Network Support

**Thomas Condon**, Senior-Client Services Project Management

**Michele Figaro-Mcintosh**, Area Manager Network Operations Center

**James Gallagher**, Area Manager Network Operations Center

**Garrett Johnson**, Professional-Project Manager

**Clifford Kurkowski**, Senior-Network Support

**Kevin Lynn**, Area Manager Network Operations Center

**Lawrence Manning**, Area Manager Network Customer Service Center

**Richie Margie**, Area Manager Network Operations Center

**Miroslav Milan**, Area Manager, Network Operations

**Guilherme Percia**, Customer Relations

**Evelyn Perez**, Senior-Network Support

**Larry Shearholdt**, Area Manager Network Customer Service Center

**Darlene Smith**, Area Manager Network Operations Center

**Janet Tulley**, Senior-Network Support

**Debra Ann Guariglia**, Director Network Process & Quality supporting Project Management:

**Robert Coffee**, Area Manager Project Program Management

**Jeffery Grant**, Area Manager Project Program Management

**Kevin Henderson**, Senior Project Manager \*

**Yvette Reeves**, Area Manager Service Management

**Jane Tansor**, Area Manager Service Management

**Terry Tomlinson**, Area Manager Network Customer Service Center

**Ronald Vanes**, Senior-Technical Process/Quality

**Brian Zydiak**, Service Executive\*\*

**Jeff Hays**, Director Service Development supporting Project Management, Quality Assurance/Audit, & SLA Validation:

**Lenka Batorova**, Technical Specialist, Project Management Network

**Scott Brizard**, Area Manager Project Program Management

**Juan Cordova**, Area Manager Network Customer Service Center

**Robert Desanto**, Area Manager Project Program Management

**Frantisek Dulicky**, Technical Specialist, Project Management Network

**Stan Edwards**, Area Manager Network Operations Center

**Darvey Gore**, Area Manager Network Customer Service Center

**Sathish Hegde**, Senior Specialist, Complex Order Services

**Brent Hunsinger**, Area Manager Project Program Management

**Robert Janik**, Specialist, Complex Order Services

**John Kerr**, Professional-Client Services Project Management

**Silvia Kolesarova**, Specialist, Complex Order Services

**Igor Magic**, Area Manager, Customer Service

**Vladimir Palcovic**, Area Manager, Customer Service

**Bradley Price**, Senior Quality/M&P/Process Manager

**Salauddin Qureshi**, Senior Specialist, Complex Order Services

**Michelle Reynolds**, Professional-Client Services Project Management

**Gina Vasquez**, Senior-Client Services Project Management

**Mark Pacheco**, Director, Work Center Management supporting Access Intervention & Executive Escalation:

**Sen Sing Chan**, Area Manager, Network Operations

**Gurpreet Singh**, Area Manager, Work Center Management

**Ka Man Tsui**, Area Manager, Network Engineering

**Vaibhav Wagh**, Lead, Customer Resolution  
**Min En Yap**, Principal, Work Center Technical Support

**Martin Vavrek**, Director, Global Services supporting Access Intervention & Executive Escalation:

**Ralf Brendle**, Area Manager, Global Services  
**Yves Devos**, Area Manager, Network Operations  
**Raymond G Smith**, Area Manager, Global Services

**Brian Dalpiaz**, Senior-Business Management

**Norma Buss**, Assistant Vice President, Network Services supporting TDM Provisioning & Assurance. Reporting to Norma will be:

**Doug Ditto**, Director Network Operations Centers supporting TDM Provisioning & Assurance:

**Gregory Frugie**, Area Manager Network Operations Center  
**Craig Golden**, Area Manager Network Operations Center  
**William Myers**, Area Manager Network Operations Center  
**Edward Nevel**, Area Manager Network Operations Center  
**David Pennington**, Area Manager Network Operations Center  
**Greg Warr**, Area Manager Network Operations Center

**Kevin Graulich**, Director Technical Project Management supporting TDM Provisioning & Assurance:

**Diana Arnett**, Area Manager Network Customer Service Center  
**Terrell Barnes**, Area Manager Network Customer Service Center  
**Eric Black**, Area Manager Network Operations Center  
**Rick Cook**, Area Manager Network Customer Service Center  
**Scott Dobbins**, Area Manager Network Operations Center  
**Nedra Kelow-Jackson**, Area Manager Network Customer Service Center  
**Terry Matchen**, Area Manager Network Customer Service Center  
**Thomas Mccoy**, Senior-Network Support  
**Stephanie Moss**, Area Manager Network Customer Service Center  
**Linda Rollins**, Professional Client Services Project Management  
**Sylvia Tappy**, Senior Network Support  
**Donna Thompson**, Assistant (General Management)  
**Marty Turner**, Area Manager Network Operations Center  
**Rick Woodard**, Area Manager Network Customer Service Center  
**Rob Wolfgang**, Area Manager Network Customer Service Center

**Sandy Koesterer**, Director Network Operations Centers supporting TDM Provisioning & Assurance, Legacy Specialty:

**Maximino Ancira**, Principal-Network Support  
**Steve Austin**, Area Manager Network Operations Center  
**Jeff Bailey**, Area Manager Network Operations Center  
**Sherry Chase**, Area Manager Network Operations Center  
**Reynee Curry**, Area Manager Network Operations Center  
**Randy Czop**, Area Manager Network Operations Center  
**Terry Eschmann**, Area Manager Network Operations Center  
**Marlene Krygowski**, Principal-Network Support  
**Stephen Moss**, Area Manager Network Operations Center  
**Tina Smith**, Area Manager Network Operations Center

**Sallyann Andersson**, Senior Specialist-Technical Process/Quality  
**Patxine Hayes**, Senior Specialist-Network Support  
**Christopher White**, Specialist-Project Manager

**Neil Campbell**, Executive Director, Network Operations supporting Managed Service Provisioning & Assurance (AP). Reporting to Neil will be:

**Alex Cheah**, Director, Work Center Management supporting Managed Services Assurance:

**Abhilash Bजारah**, Area Manager, Work Center Management  
**Razief Emaddudin**, Area Manager, Work Center Management  
**Lai Soon Geow**, Manager, Work Center Management  
**Don Chow Kum Kin**, Area Manager, Work Center Management  
**Teck Chuan Lim**, Area Manager, Work Center Management  
**Mayumi Ozawa**, Area Manager, Work Center Management  
**Abhijit Palshetkar**, Area Manager, Work Center Management  
**Terence Tang**, Area Manager, Work Center Management  
**Dariusz Zawadzki**, Area Manager, Work Center Management

**Victor Foo**, Director, Work Center Management supporting Managed Services Assurance:

**Cheong Kit Har**, Area Manager, Work Center Management  
**Mohd Rizal Hasan**, Area Manager, Work Center Management  
**Haizrul Izwan Khalid**, Area Manager, Work Center Management  
**Tong Ter Pung**, Area Manager, Work Center Management  
**Kok Ming Tung**, Area Manager, Work Center Management

**Srikri Vengarai**, Director, Work Center Management supporting Managed Services & Provisioning:

**Krishna Alevooraya**, Area Manager, Work Center Management  
**Viswanadham Allada**, Area Manager, Work Center Management  
**Shantanu Bhattacharjee**, Area Manager, Work Center

Management

**Nagesh Chacklal**, Area Manager, Work Center Management

**Rajesh K Choudhary**, Area Manager, Work Center Management

**Rohit Gupta**, Area Manager, Work Center Management

**Usha Harindra**, Area Manager, Global Services

**Sreekanth Krishna Mallan**, Area Manager, Work Center  
Management

**Chuen Yin Lui**, Area Manager, Global Services

**Suman Mukherjee**, Area Manager, Work Center Management

**Deepak Prabhu**, Area Manager, Work Center Management

**Don Foltz**, Area Manager, Work Center Management

**Robert Hutchinson**, Assistant Vice President, Network Services supporting Managed Services Provisioning and Assurance (Americas) & Business Intelligence. Reporting to Robert will be:

**Joe Blount**, Director Network Process & Quality supporting Business Intelligence:

**Anna Marie Adams**, Manager Quality/M&P/Process \*

**Mikhiel Advani**, Principal-Network Support

**Russell Busick**, Area Manager Quality/M&P/Process

**R Choate**, Area Manager Quality/M&P/Process

**Richard Fosburgh**, Area Manager Quality/M&P/Process

**Michael Klem**, Area Manager Quality/M&P/Process

**Matthew Nikkari**, Senior-Network Support

**Josh Wirtmiller**, Professional-Network Support

**Dottie Brown**, Director Network Operations Centers supporting Managed Services Assurance & Provisioning:

**Curtley Anthony**, Area Manager Network Operations Center

**Derrick Benson**, Area Manager Network Operations Center

**Chris Chee-A-Tow**, Area Manager Network Operations Center

**Holly Craycraft**, Professional-Software Delivery Project  
Management

**Jerome Cummings**, Associate Director Government  
Telecommunications Support

**Carolina Da Silva**, Customer Relations  
**Marina De Lorenzo**, International Work Center  
**Stephen Dillon**, Area Manager Network Operations Center  
**Matthew Fleming**, Senior-Advanced Technical Support  
**David Gillie**, Area Manager Network Operations Center  
**Debra Hallum**, Area Manager Network Operations Center  
**Mazaher Heydary**, Area Manager Network Operations Center  
**Trevor Hunter**, Area Manager Network Operations Center  
**Michael Ilgandi**, Area Manager Network Operations Center  
**Robert Klein**, Area Manager Network Operations Center  
**Wayne Lewis**, Senior Project Program Manager  
**David Lindsay**, Area Manager Network Operations Center  
**Angelite Mims**, Area Manager Network Operations Center  
**Kevin Milliken**, Area Manager Network Operations Center  
**David Myers**, Principal-Technical Project Management  
**Elycia Norton**, Area Manager Network Operations Center  
**Gregory Ortega**, Senior-Network Support  
**Douglas Purcell**, Area Manager Network Operations Center  
**Gregory Riley**, Area Manager Network Operations Center  
**Judith Ramey**, Area Manager Network Operations Center  
**Vincent Schell**, Area Manager Network Operations Center  
**Masatsugu Seki**, Area Manager, Network Operations  
**David Sloma**, Area Manager Network Operations Center  
**Anne Suarez**, Area Manager Network Operations Center  
**Marty Syers**, Area Manager Network Operations Center  
**Mark Terrell**, Area Manager Network Operations Center  
**Steven Vermeulen**, Area Manager Network Operations Center  
**Shannon Williams**, Area Manager Network Operations Center  
**Robert Wilson**, Area Manager Network Operations Center  
**Sameh Youssef**, Senior Quality/M&P/Process Manager

**Matt Fakray**, Director, Network Engineering supporting the Data Test Activation Center (DTAC):

**Hana Anderson**, Manager, Network Engineering  
**Martha Davis**, Senior-Network Support  
**Gilbert Eneda**, Area Manager Network Customer Service Center  
**William Fitzgerald**, Senior-Network Support  
**Steven Gable**, Area Manager Network Customer Service Center  
**Manmeet Minhas**, Area Manager Network Customer Service Center  
**Peter Motus**, Area Manager, Network Engineering  
**Scott Murphy**, Area Manager Network Customer Service Center  
**Joseph Sherrell**, Area Manager Network Customer Service Center  
**Lenka Solgajova**, Area Manager, Network Engineering  
**Attila Toth**, Area Manager, Network Engineering

**Frank Tricarico**, Area Manager Network Customer Service Center

**Robert Franqui**, Director Technical Project Management supporting Custom Design & Engineering:

**Michael Baietto**, Lead-Technical Consulting Engineer  
**Joe Bruce**, Professional-Technical Consulting Engineer+  
**Roland Burgess**, Professional-Technical Consulting Engineer+  
**Maurice Carr**, Principal-Technical Consulting Engineer+  
**Norman Clifford**, Principal-Technical Consulting Engineer+  
**Lynn Darcey**, Principal-Technical Consulting Engineer+  
**Jeffery Delbusso**, Professional-Technical Consulting Engineer+  
**Robert Faetanini**, Lead-Technical Consulting Engineer  
**Allan S Foo**, Area Manager Network Engineering+  
**Pavol Fronk**, Area Manager, Network Engineering  
**Paul Gale**, Area Manager, Network Engineering  
**Richard Gunkel**, Principal-Technical Consulting Engineer+  
**Ronald Hopkins**, Lead-Technical Consulting Engineer  
**Ramanamurty Kharidehal**, Area Manager, Network Engineering  
**Ashley Kirkland Parker**, Area Manager Network Engineering+  
**Jeffrey Mandigo**, Principal-Technical Consulting Engineer+  
**Paulo Michelet**, Network Engineering  
**William Mott**, Area Manager Network Engineering+  
**David Nguyen**, Attsco Exempt Job  
**Jana Pastorova**, Area Manager, Network Engineering  
**Alpesh Patel**, Area Manager Network Operations Center  
**Russ Reecer**, Principal-Technical Consulting Engineer+  
**Thomas Rodriguez**, Area Manager Network Engineering+  
**Martin Sujan**, Area Manager, Network Engineering  
**Jan Tomko**, Area Manager, Network Engineering  
**Simon Toms**, Area Manager, Network Engineering  
**Kevin Tran**, Principal-Technical Consulting Engineer+  
**Sam Vongsavath**, Principal-Technical Consulting Engineer+

**Antonio Rovira-Gandara**, Director Business Operations supporting Managed Services Provisioning:

**Rafael Ortiz-Ortiz**, Area Manager Circuit Provisioning  
**Griselle Pratts-Cruz**, Area Manager Project Program Management  
**Nancy Quinones-Rivera**, Service Executive\*  
**Brenda Rojas-Rivera**, Manager Network Services  
**Wilson Soto-Chevere**, Manager Network Services  
**Kesil Velez-Zubiate**, Manager Network Services

**Mike Sellman**, Director Technical Project Management supporting Project Implementation Management:

**Juraj Bendzala**, Manager, Network Engineering  
**Daniel David**, Manager, Network Engineering  
**Martina Kovacova**, Area Manager, Network Operations  
**Dennis Martin**, Area Manager Project Program Management  
**Filip Stopiak**, Manager, Network Engineering  
**Robin Weber**, Area Manager Project Program Management

**Kristina Anderson**, Area Manager Network Operations Center  
**Dean Davis**, Senior-Business Management  
**Diane Gyurian**, Professional-Client Services Project Management  
**Allison Hamill**, Lead Internal Bus Operations Consultant  
**Daniel Richards**, Lead Internal Bus Operations Consultant

**Zoltan Labai**, Executive Director, Network Operations supporting Managed Services Provisioning & Assurance (EMEA). Reporting to Zoltan will be:

**Brano Chrappan**, Director, Global Services supporting Managed Services Provisioning:

**Andrej Durnek**, Manager, Global Services  
**Lukas Homola**, Lead, Training Design  
**Pavel Kochan**, Senior Technical Specialist, Application Development  
**Tomas Kubla**, Senior Specialist, Training Design  
**Ingrid Nemcovska**, Area Manager, Operations Management  
**Sabina Puskarova**, Specialist, Project Management  
**Irena Takacova**, Specialist, Project Management  
**Adriana Ujlakyova**, Manager, Global Services  
**Stanislav Zagora**, Area Manager, Global Services

**George Evans**, Director, Customer Service supporting Network Access Optimization & Disconnects:

**Martin Buchta**, Specialist, Complex Order Services  
**Mustafa El Halawany**, Area Manager, Global Services  
**Zuzana Lazarova**, Senior Specialist, Complex Order Services  
**Ho Lim Li**, Area Manager, Global Services  
**Jennifer Miick**, Senior-Network Support  
**Sheryl Morales**, Senior-Network Support  
**Frank Presuto**, Area Manager Network Customer Service Center  
**Mikulas Rosko**, Manager, Customer Service  
**Anastacia Santos**, Manager Network Services



**Glenis Scogin**, Area Manager Network Customer Service Center

**Kamila Rubaninska**, Director, Network Operations supporting Managed Services Assurance:

**Renke Derkinderen**, Area Manager, Work Center Management

**Lukas Karasek**, Manager, Work Center Management

**Zbynek Sedlak**, Area Manager, Work Center Management

**Marek Wiecek**, Area Manager, Work Center Management

**Vojtech Jebacek**, Area Manager, Process Engineering

**Jeff Upholzer**, Assistant Vice President, Network Services supporting IP Provisioning and Assurance, VIDEO, & Dedicated Customer Maintenance Centers. Reporting to Jeff will be:

**Will Beneck**, Director Network Operations Centers supporting IP Enabled Provisioning & Assurance:

**Kevin Andresen**, Area Manager Network Operations Center

**Linda Brewer**, Area Manager Network Operations Center

**Maria Davis**, Area Manager Network Operations Center

**George Fischer**, Area Manager Network Operations Center

**Jason Ruggiero**, Area Manager Network Operations Center

**John Sangregario**, Area Manager Network Operations Center

**Tom Weisner**, Area Manager Network Operations Center

**Sharon Cochran**, Director Circuit Provisioning supporting IP Enabled Provisioning & Assurance:

**Fen Ackerman**, Area Manager Network Operations Center

**Mary Ellen Bruce**, Specialist-Network Support\*\*

**Connor Bryan**, Area Manager Network Customer Service Center

**Katrina McCloud-Frazier**, Manager Network Services

**Thomas Mccoy**, Senior-Network Support

**Maria Mercado**, Area Manager Network Customer Service Center

**Nicole Nall**, Area Manager Network Operations Center

**Todd O'Bryant**, Area Manager Network Operations Center

**Shelia Pitts**, Area Manager Network Customer Service Center

**Deena Rindfusz**, Senior-Technical Process/Quality

**Sonja Robinson**, Area Manager Network Customer Service Center

**Tom Lawing**, Director Network Operations Centers supporting IP Enabled Provisioning:

**Steven Foster**, Senior-Network Support  
**Jay Hodges**, Area Manager Network Customer Service Center  
**Janet Jaeger**, Area Manager Network Customer Service Center  
**Melissa Nikkari**, Area Manager Network Operations Center  
**Hugh Smith**, Senior Technical Project Management  
**Laura Srull**, Senior Specialist-Network Support

**Kristin Skidmore**, Director Network Operations Centers supporting IP Enabled Provisioning & Assurance:

**Lynn Cooper**, Senior-Network Support  
**Suzanne Cothorn**, Senior-Network Support  
**David Edens**, Principal-Network Support  
**George Lang**, Principal-Network Support  
**Mark Serrano**, Area Manager Network Operations Center  
**Rock Sjowall**, Senior-Network Support  
**John Tetlow**, Area Manager Network Operations Center  
**Wayne Turner**, Area Manager Network Operations Center

**Joe Zayac**, Director Network Operations Centers supporting Video Services. Dedicated Customer Maintenance Centers & Legacy B Services:

**Howard Brown**, Senior-Network Support  
**Roy Capadona**, Area Manager Network Operations Center  
**Gary Faubert**, Senior-Network Support  
**Stephen Foster**, Senior Specialist-Network Support  
**Rob Fulcer**, Area Manager Network Operations Center  
**Diana Gustafson**, Area Manager Network Operations Center  
**Leann Haugen**, Area Manager Network Operations Center  
**Scott Ivey**, Area Manager Network Operations Center  
**Mark Koch**, Senior-Network Support  
**Bill Kranis**, Area Manager Network Operations Center  
**Tariq Malik**, Area Manager Network Operations Center  
**Gilbert Mancini**, Senior-Network Support  
**Louisa Marullo**, Principal-Network Support  
**Anthony McHale**, Area Manager Network Operations Center  
**Alvin Netterblad**, Area Manager Quality/M&P/Process  
**Guy Powers**, Area Manager Network Operations Center  
**Raymond Schult**, Senior-Network Support

**Paula Goddard**, Senior-Business Management

**Jennifer Walter**, Area Manager Network Operations Center

**Chad Townes**

Vice President-Global Business  
Provisioning and Assurance  
AT&T Services, Inc.

**APPROVED:**

**Mike Coffey**

Senior Vice President-Global Delivery  
& Assurance  
AT&T Business Solutions