

2.0 Points of Contact

2.1 Verizon Customer Service Center (VCSC)

The Verizon Customer Service Center (VCSC) is the customer's primary point of contact with Verizon for operational issues. The VCSC is located on Verizon's premises and is staffed 24 hours a day, 7 days a week. Customers can access the VCSC by dialing a toll-free number, sending e-mail or accessing the Verizon WITS 3 web site.

WITS 3 - Verizon Customer Service Center (VCSC)

13100 Columbia Pike
Silver Spring, MD 20904

Voice: 1-800-381-3444

Fax: Civilian 301-282-1910

DoD 301-282-1911

E-mail: WITS.3.CSC@verizon.com

WITS 3 customer service representatives are available to users for service planning, feature assignments, service order planning, billing reconciliation, inventory control or trouble resolution. The VCSC will also assist subscribers experiencing difficulty using WITS 3 services, features or equipment.

2.2 Verizon WITS 3 Team

Function	Manager	Office Number
Program Manager	Jason P Anderson	301-288-9415
Operational Support Systems	Ramon Maclang	301-288-9283
Quality Assurance (QA) Manager	Ramon Maclang	301-288-9283
Proposals	Anita Shannon	703-694-7844
National Security / Emergency Preparedness	Thomas Gann	972-729-4762
Information Services Manager	Ramon Maclang	301-288-9283
Customer Service Manager	Tracey Tittley	301-288-9219
Program Managers:		
Pentagon NCR	Shun Jackson	703-212-6114
Ft. Belvoir	Douglas Songer	703-805-5305
GAO	Elizabeth Greve	202-528-0011
Treasury	Scott Jackson	703 297-0175
DOJ	Joseph Stolmeier	202-441-8914

Operations, Administration and Maintenance (OA&M) Manager	Veronica Rivera	516-659-7623
Customer Care Manager	Jason P Anderson	301-288-9415
Ordering Manager – Civilian & Military	Tracey Tittley	301-288-9219
Ordering Manager – Civilian & Military	Dorothy Jones	301-679-2584
Maintenance & Repair Manager	Julie R, Bright	757-402-2623
Maintenance & Repair Manager	Robin Herr	717-682-1376
Billing Manager	Dorothy Jones	301-679-2584
Network and Information Security Manager	James Kreutel	703-694-8565
Specialist	Josh Noonan	919-378-3853
Contracts Manager	Felicia Easton-Taylor	202-875-2812
Small Business Opportunities	Brandilynn Collins Garrison	254-288-8400
Sales VP - Verizon	Andrea Cohen	703-694-4477
Business Support	Dave Para	703-694-5787
Project Management	Shun Jackson	703-212-6114
Sales Engineering Manager	Yunfei Hao	703-886-3796
Sales Manager	John Larregui	845-240-4389
Senior Client Executive - GSA	Bo Genner	703-694-7311
Senior Client Executive – GSA	Mike MacDowell	571-512-8587