

OUT OF SERVICE

(Trouble Tickets)
24 hours 7 days per week

LEVEL 1

DO NOT E-MAIL
You **MUST** call in the Trouble Report.

DEDICATED SERVICE TECHNICIAN:
888-288-5010, Option 1

[In the event the toll free number above
doesn't work, please dial 916-965-9904]

LEVEL 2

JONATHAN STILL
ESCALATION MANAGER
Office: 818-922-1353
Cell: 818-455-7961
E-mail: jonathan.still@airespring.com

LEVEL 3

AMY GALLARDO
DIRECTOR OF CUSTOMER SERVICE
Office: 818-738-1925
Cell: 818-984-2461
E-mail: amy.gallardo@airespring.com

LEVEL 4

DARREN SANDFORD
SENIOR VICE PRESIDENT OPERATIONS
Office: 818-922-1354
E-mail: darren.sandford@airespring.com

LEVEL 5

DANIEL LONSTEIN
CHIEF OPERATING OFFICER
Office: 818-786-8990 Ext.228
E-mail: daniel@airespring.com

LEVEL 6

AVI LONSTEIN
CHIEF EXECUTIVE OFFICER
Office: 818-786-8990 Ext.223
E-mail: avi@airespring.com

CUSTOMER SERVICE

Billing, Credits, General Questions, etc.

LEVEL 1

**PREMIER SUPPORT CUSTOMER
SERVICE REPRESENTATIVES:**
800-825-1055, Option 2

LEVEL 2

Disputes

SARINA METZGER
SENIOR BILLING ANALYST
Office: 818-922-1165
E-mail: sarina.metzger@airespring.com

Customer Service

NANCY BENOIT
CUSTOMER SERVICE LEAD
Office: 818-738-1943
E-mail: nancy.benoit@airespring.com

LEVEL 3

AMY GALLARDO
DIRECTOR OF CUSTOMER SERVICE
Office: 818-738-1925
Cell: 818-984-2461
E-mail: amy.gallardo@airespring.com

SALES OPERATIONS

Provisioning and modification of existing
orders or service

LEVEL 1

SALES OPERATIONS DEPT.:
844-832-8514

NEW SERVICES:
orders@airespring.com

MOVES, ADDS & CHANGES:
macd@airespring.com

NANCY ESTRADA
ESCALATIONS SUPERVISOR
Office: 818-738-1886
Cell: 818-621-5505
E-mail: nancy.estrada@airespring.com

LEVEL 2

KRISTIN LINEHAN
DIRECTOR OF SERVICE DELIVERY
Office: 818-738-1951
Cell: 818-430-2923
E-mail: kristin.linehan@airespring.com

LEVEL 3

BARBARA JAMALEDIN
VICE PRESIDENT OPERATIONS
Office: 818-738-1909
Cell: 818-290-9919
E-mail: barbara.jamaledin@airespring.com

LEVEL 4

RALPH ROMERO
VICE PRESIDENT CUSTOMER OPERATIONS
Office: 818-738-1871
Cell: 415-577-7381
E-mail: ralph.romero@airespring.com

LEVEL 5

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SENIOR VICE PRESIDENT OPERATIONS
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E-mail: darren.sandford@airespring.com

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