

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
Alternate number: 916-965-9904

Level 2

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

Level 3

Ron Shelton
Vice President Network Operations
888-899-2789 Ext. 269
Cell: 818-267-9325
ron.shelton@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

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

Barbara Jamaledin
Vice President Operations
888-899-2789 Ext. 375
Cell: 818-290-9919
barbara.jamaledin@airespring.com

Level 4

Vicky Weatherwax - Senior Vice President Customer Operations

Office: 818-786-8990 Ext. 481 Cell: 818-916-5140 E-mail: vicky.weatherwax@airespring.com

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