

KEY CONTACTS

Our **GOAL** is to provide you with the best service we can; to do this we have several key contacts to assist you.

Sales Questions

Sales Representatives

Public Sector Account Manager	Ian Castro	916-796-7000	ian.castro@sprint.com
Business Development Mgr.	Jeff Cooper	678-923-7388	Jeff.cooper@managemobility.com
Business Development Mgr.	Tracy Strodes	941-539-0918	Tracy.Srodes@managemobility.com

Contract Support

Business Relationship Manager	Shannon Hewitt-Tapp	916-275-3146	Shannon.Hewitt-Tapp@sprint.com
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To Submit Orders

Orders Team	Customer Website	888-700-6718 opt 1	orders@publicsectorsupport.com
Question About Your Order	Online Chat	888-700-6718 opt 1	orders@publicsectorsupport.com

Customer Support

Sprint CARE Team: 855-283-4154

MACD changes	Customer Website	888-700-6718 opt 3	support@publicsectorsupport.com
Device Technical Questions	Online Chat	888-700-6718 opt 3	support@publicsectorsupport.com
Client Advocate	Contact Client Advocate		
Reporting Questions	Sean Cox (data analyst)	888-700-6718 ext. 210	Sean.cox@managemobility.com

Discretionary Credits

Support and SFDC Submission	Stephanie Murphey	888-700-6718 ext. 235	orders@publicsectorsupport.com
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Website Support

NASPO/WSCA Support Website	Visit www.WSCAinfo.com for marketing, contracts, program info, quotes, reporting
Existing Customer Website	Visit www.PublicSectorSupport.com for Partnership Authorization and more
New Customer Website	Visit www.WSCAwireless.com for Sprint/WSCA program offers, information and more

When To Engage Sprint CARE

- Suspend devices
- Un-suspend devices
- Reset VM passwords
 - Swap devices
 - Change PTN
- Change username on a device
- Warranty Replacement
 - Account Changes
- Account Maintenance

Manage Mobility appreciate the situations where the Customer and PSAM have a good process and relationship in place with CARE; MM is there to provide additional support as needed and provide value where it makes sense through the PSAM/CARE team members involved.

When To Engage Manage Mobility

- Lead Generation
- Quote Support
- WSCA Pricing Questions
 - Marketing Material
 - Sourcing Requests
- Sales and Commission Reporting
 - Presentations
 - White Paper/ Case Study
 - BBC Dispositions
- Ordering (activations, upgrades, etc.)
- Customer retention and upsell support

Manage Mobility has no intention of creating Channel Conflict, instead we are here to support the sales efforts, drive new sales, improve retention, increase ARPU and help you lower churn.

FOR MORE DETAILS OR TO REQUEST A QUOTE: ☎ 1-888-700-6718 ✉ ORDERS@PUBLICSECTORSUPPORT.COM