

UT - Martin Policy: IT0128-M-B - External Business Partners	
Version: 2	Effective Date: 06/08/2020

Appendix B - External Business Partners

Help Desk AT&T

Company: AT&T
 Bus: (888) 684-3366
 Categories: Emergency vendor
 Host ID # STTNUTSMMT01R
 GCSC US Customer Number: 866-373-0524 Pin Code # (78283)

Bob Belvin

Company: Charter
 Mobile: (931) 206-1285
 E-mail: Bob.Belvin@charter.com
 Categories: Emergency vendor

Ryan Boyd

Company: Optus
 Bus: (800) 628-7491 ext 7761
 Bus 2: (870) 974-7761
 Mobile: (870) 761-1724
 E-mail: Ryan.Boyd@optusinc.com
 Categories: Emergency vendor

Xing Zhou

Job Title: Systems Engineer - Blue Ridge/TN
 Company: Aruba/HP
 615-397-0800
 xz@hpe.com

Charter Mckenzie

Company: Charter
 Department: Head end
 Bus: (731) 393-0297
 Categories: Emergency vendor

Charter Helpdesk

Company: Charter (internet and Cable)
 E-mail: cbnoc@chartercom.com
 Categories: Emergency vendor
 Video: 800 314 7195 or (877) 384-0104
 Network: 66 603 3199
 Site ID: 210765
 Account # 8353 40 013 0137266
 Phone # associated with the network account is 731 881 7873
 Phone # associated with Cable TV is 731 881 7890

Ted Combs

Job Title: Sales
 Company: BlackBox Network Services
 Bus: (615) 691-6632
 Mobile: (615) 812-2022
 E-mail: Ted.combs@blackbox.com
 Categories: Emergency vendor
 Sales for telephone related things

Joe Doughty

Job Title: Inside sales rep
 Company: Dell
 Bus: (512) 513-9203
 E-mail: joe_doughty@dell.com
 Categories: Emergency vendor

Weakley County Municipal Electric

Company: WCMES
 Bus: (731) 364-2280
 Categories: Emergency vendor

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Ellucian

Job Title: Customer portal
 Company: Ellucian
 Bus: (703) 968-9000
 Web Page:
<https://ellucian.okta.com/app/UserHome;>
 Categories: Emergency vendor

Kelli Hobson

Company: Compview (Extron Classroom Technology)
 Bus: (877) 297-2070
 E-mail: khobson@compview.com
 Categories: Emergency vendor

Andy Hungate

Job Title: Sales
 Company: PCS
 Bus: (877) 690-5999
 Bus 2: (865) 273-1965
 Bus Fax: (865) 273-1961
 E-mail: ahungate@pcsknox.com
 Web Page: www.pcsknox.com
 Categories: Emergency vendor
 This is our vendor for Tegile, Citrix, HP computers

Kelly Jerome

Job Title: Customer Success Manager
 Company: Canvas
 Bus: (844) 348-0034 (support hotline)
 Bus 2: (801) 658-7580
 Mobile: (801) 386-0482
 E-mail: kjerome@instructure.com
 Web Page:
<https://utm.instructure.com/login/ldap>
 Categories: Emergency vendor

Andy Kozlowitz

Job Title: sales
 Company: Layer 3
 Bus: (731) 234-1195
 E-mail: akozlowitz@layer3com.com
 Categories: Emergency vendor

Layer 3 Communications

Job Title: technical support
 Company: Layer 3 (HPE vendor)
 Bus: (770) 225-5300
 Bus 2: (770) 225-7310
 E-mail: support@layer3com.com
 Categories: Emergency vendor

Cyndee Madden

Job Title: Enterprise Account Manager
 Company: Frontier
 Bus: (919) 808-6296
 E-mail: Cyndee.Madden@ftr.com
 Categories: Emergency vendor

McAfee SIEM

Job Title: Support
 Company: MCAFEE
 Bus: 1-888-847-8766
 Categories: Emergency vendor
 Grant Number: 9435945-NAI

Mike Metts

Job Title: Local contact
 Company: Frontier
 Bus: (731) 223-9579
 Categories: Emergency vendor

Stanley

Company: Stanley Security Solutions (Basis lock system)
 Bus: 1-877-476-4968

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CBORD support

Company: CBORD
Bus: 1-844-462-2673
Categories: Emergency vendor

Frontier Technical support

Company: Frontier
Bus: (888) 637-9620
Categories: Emergency vendor
Repair: 888-637-9620
731-636-0138
Mike Metts: 731-223-9579

HP/Aruba Technical support

Job Title: Tech support
Company: HP Aruba
Bus: 1-800 -WIFILAN
Categories: Emergency vendor

Steve Sutton

Company: CCS (Epson Projectors and document cameras)
Bus: (865) 963-2443
E-mail: ssutton@ccssoutheast.com
Categories: Emergency vendor

John Swanson

Company: S&P services
Bus: 615-979-3702
E-mail: jswanson@incgroup.net
Categories: Emergency vendor

Touchnet

Job Title: Customer Care
Company: Touchnet
Bus: (800) 869-8329
E-mail: customercare@touchnet.com

United Data Technologies (UDT)

Jackson Ware
Senior Account Manager
Direct: 615.567.4094
Mobile: 615.830.0747
Office: 800.882.9919
Fax: 305.882.0436
Web: www.udtonline.com

Zoom

Nas Syed: nas.syed@zoom.us
Kathy Wallace: kathy.wallace@zoom.us

PaloAlto Firewall

Job Title: Tech support
Company: PaloAlto Networks
Bus: (866) 898-9087
Categories: Emergency vendor