



**Cavalier Agent Support Summary
Midwest Region Agent
MI & OH**

General Questions on Products, Proposals, New and MACD Order Status, Using the CavVelocity Agent Portal: www.MyCavVelocity.com

To Obtain Assistance with Repair, Customer Billing or General Customer Assistance:

**** Agents may directly contact Cavalier Customer Care on behalf of the customer as follows ****

Midwest (MI, OH)

Customer Service

Monday through Friday: 8AM – 5PM
800-374-5364

cs@cavtel.com and AgentSupport-MW@cavtel.com

The Sales Response Center (SRC)

Monday through Friday; 8AM - 5PM
888-804-8889

Saleshelpdesk@talk.com

MW SRC team

1st level Escalation and names of our SRC team members are:

Debbie Cancel
Audrey Szymborski
Joan Scanlan
Sandy Smith

Necole Knight
Malik Raheem
Sharon Boardman

2nd Level Escalation SRC

Delanda Bruton
248-440-4049 (Desk)
dmbarton@cavtel.com

3rd Level Escalation SRC

Alma Rivera
248-440-4368 (Desk)
adriviera@cavtel.com

4th Level Escalation

Grant Williams
727.772.2968 (Desk)
727.207.0067 (Cell)
AIM - grantw4747
gwilliams@cavtel.com



Business Customer Care Escalation List Midwest Region:

Midwest (MI, OH)

Customer Service

Monday through Friday: 8AM – 5PM

800.374.5364

cs@cavtel.com and AgentSupport-MW@cavtel.com

1st Level Escalation CARE

Angela Dischinger

800.382.4288, x14259

AIM – tkangelad

2nd Level Escalation

Kim Marcano

727.772.2946

AIM – talkkimberlym

3rd Level

Grant Williams

727-772-2968

727.207.0067

AIM – grantw4747

gwilliams@cavtel.com