



**Cavalier Agent Support Summary
Southeast Region Agent
NC, TN, GA, AL, MS, LA, FL**

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 ****

Southeast (NC, TN, GA, AL, MS, LA, FL)

Customer Service

800-374-5364

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

SE AGENT SUPPORT SPECIALIST

888-465-1773

AgentSupport-SE@cavtel.com

Monday through Friday; 8AM - 5PM

1st Level Escalation

Denize Eberl

888-367-3811 ext 1773

dceberl@cavtel.com

2nd Level Escalation SRC

Alma Rivera

248-440-4368 (Desk)

adrivera@cavtel.com

3rd Level Escalation

Grant Williams

727.772.2968 (Desk)

727.207.0067 (Cell)

AIM - grantw4747

gwilliams@cavtel.com



Business Customer Care Escalation List Southeast Region:

SOUTHEAST (NC, TN, GA, AL, MS, LA, FL)

Customer CARE

800.374.5364

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

1st Level Escalation

Earlena Robbins

850.465.1252

AIM earlenar

2nd Level Escalation

Veronica Keltner

850.465.1236

AIM vgk1014

3rd Level

Grant Williams

727-772-2968

727.207.0067

AIM – grantw4747

gwilliams@cavtel.com