



## Sprint Nextel Contact Numbers

### 24 x 7 Sprint Corporate Security (Law Enforcement Hotline):1-866-398-3284

To increase our service levels to PSAPs, a toll-free number specifically for PSAPs with *no voice prompts*. Callers are routed directly to our hotline queue. Note: this number is available 24 x 7 for all PSAP emergencies.

**Non-Emergency email inquiries:**  
[Nonemergency911Issue@sprint.com](mailto:Nonemergency911Issue@sprint.com)

### Escalation Contact for Corporate Security

Paul W. Taylor - Manager of Electronic Surveillance  
Desk: 913-315-7652  
Mobile: 816-651-4025  
E-mail: [paul.w.taylor@sprint.com](mailto:paul.w.taylor@sprint.com)

## Sprint Nextel Addresses for Correspondence:

### Address for Submitting Enhanced Service Request or Billing/Cost Recovery:

**Sprint Nextel**  
E911 Cost Recovery  
KSOPHT0101-Z3911  
Overland Park KS 66251-3911

**Peg Clattenburg – 911 Cost Recovery**  
Desk: 913-827-0279  
6391 Sprint Parkway  
Email: [Peg.L.Clattenburg@sprint.com](mailto:Peg.L.Clattenburg@sprint.com)

## Escalation contacts for the Sprint Nextel E911 Wireless Organization:

**Rusty Griffin – 911 Production Supervisor**  
Desk: 913-827-0350  
Email: [Rusty.Griffin@sprint.com](mailto:Rusty.Griffin@sprint.com)

**Raymond Greig – 911 Production Supervisor**  
Desk: 913-827-0347  
Email: [Raymond.E.Greig@sprint.com](mailto:Raymond.E.Greig@sprint.com)

**John F. Miller – 911 Production Supervisor**  
Desk: 913-827-0485  
Email: [John.F.Miller@sprint.com](mailto:John.F.Miller@sprint.com)

**Monica Puls – 911 Production Supervisor**  
Desk: 913-827-0529  
Email: [Monica.J.Puls@sprint.com](mailto:Monica.J.Puls@sprint.com)

**Terrence Phillips – Manager Network Engineering - 911**  
Desk: 913-827-0522  
Email: [Terrence.Phillips@sprint.com](mailto:Terrence.Phillips@sprint.com)

**Timothy G. Kelley – Director Network Engineering**  
Desk: 913-794-8152  
Email: [Tim.Kelley@sprint.com](mailto:Tim.Kelley@sprint.com)