



***GE Mobile Communications***

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***CUSTOMER SERVICE***

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**C.R. (Dick) Bostwick**  
 Manager, Systems & Services  
 Phone: (804) 528-7325  
 QUIK COMM: MKAD



**R.R. (Randy) Hooper**  
 Operations Analyst  
 Phone: (804) 528-7785  
 QUIK COMM: MKAD



**C.E. (Charlie) Silver**  
 Manager, Southern Railway Project  
 Southern Railway Bldg., Box 177  
 99 Spring Street, Atlanta, GA 30303  
 Phone: (404) 529-1511  
 DIAL COMM: 8\*965-7370

## CUSTOMER SATISFACTION POLICY

It is the policy of GE to understand its customers' needs for products and services, as well as all related requirements, and to put its best effort into responding to those customer needs before, during and after every sales transaction.

It is the policy of GE to make reasonable commitments to its customers which reflect GE's true ability to serve and to make every effort to meet these commitments.

It is the policy of GE not to serve market segments whose requirements we can not meet consistently and well.

## TELEMARKETING CENTERS

### To Order

PDP Radios: boxed & ready to go .....	1-800-356-5699
Service Parts	
Domestic orders .....	1-800-368-3277
International orders .....	(804) 528-7676
Government orders .....	1-800-446-7770
Factory Modernized Radios .....	1-800-446-5005
Repair & Return .....	1-800-446-5005
Publications .....	(804) 528-7649

### For Information

Delivery Inquiries .....	1-800-446-9100
PDP Reservations .....	1-800-446-9100
Service Parts Inquiries .....	1-800-446-7770
Service Parts Identification .....	(804) 528-7390
Product Application .....	(804) 528-7435

### Technical Response Center

U.S.A. except Virginia .....	1-800-528-7711
In Virginia .....	1-800-237-0138
In Canada .....	1-800-331-9138
GE-MARC Systems .....	1-800-TECH-911
Technical Training Reservations .....	1-800-528-7711



Customer Services Center, Lynchburg, Virginia



**J.T. (John) Driscoll**

Manager  
Phone: (804) 528-7830  
QUIK COMM: MKAD

# System Services

## TOTAL SYSTEM RESPONSIBILITY

OUR FOCUS: GROWTH THRU SYSTEMS

### BIDS & PROPOSALS



**D.A. (Don) Bath**

Manager, Bids & Proposals  
Phone: (804) 528-7157  
QUIK COMM: MKBP

### SYSTEMS ENGINEERING



**J.M. (Joe) Koniowsky**

Manager, Systems Engineering  
Phone: (804) 528-7730  
QUIK COMM: WBSE

### SPECIALS & SYSTEMS PRODUCTION



**R.C. (Roger) Taylor**

Specials/Systems Production  
Phone: (804) 528-7215

## PROJECT MANAGEMENT



**C.E. (Charlie) Testerman**

Project Manager  
Phone:  
(804) 528-7513



**R.D. (Frank) Spring**

Project Manager  
Phone:  
(804) 528-7270



**R.O. (Rick) Saunders**

Project Manager  
Phone:  
(804) 528-7497



**R. (Raul) Velez**

Project Manager  
Phone:  
(804) 528-7384



**J.C. (Jim) Markham**

Project Manager  
Phone:  
(804) 528-7728



**N.W. (Norm) Christel**

Project Manager  
Phone:  
(804) 528-7302



**D.M. (Doug) King**

Project Manager  
Phone:  
(804) 528-7784



**W.C. (Walt) Karvetski**

Project Manager  
Phone:  
(804) 528-7459



**O.D. (Dave) Hogan, Jr.**

Site Manager  
Phone:  
(804) 528-7271



**W.E. (Bill) Robertson**  
Manager, Order Services  
Phone: (804) 528-7171  
QUIK COMM: ORDE

The Order Services group processes and tracks all equipment orders from receipt through shipment. Contact Order Services with any questions regarding order preparation, placement, status or changes.



**F.B. (Frances) Sensabaugh**  
General Clerk  
Phone: (804) 528-7331



**P.V. (Paul) Sprinkle**  
Specialist, Order Services Systems  
Phone: (804) 528-7275



**H.M. (Harry) Ivey**  
Supervisor, Order Entry  
Phone: (804) 528-7357

## ON-LINE ORDER ENTRY

Order Entry reviews incoming orders for correctness and oversees their entry into the Order Processing System. Tap their expertise in order preparation to reduce errors and speed processing for best delivery.

**QUIK COMM**  
ORDE for Messages

**TOLL-FREE NUMBER FOR DIRECT ORDER INPUT ONLY**  
1-800-356-5699

## Customer Service Reps



**B.C. (Betsie) Pillow**  
Phone: (804) 528-7844



**B.F. (Betty) Wheeler**  
Phone: (804) 528-7358



**N.M. (Nora) Friend**  
Phone: (804) 528-7359



**W.R. (Wallace) Camper**  
Phone: (804) 528-7276



**M.E. (Martha) Wirt**  
Phone: (804) 528-7273



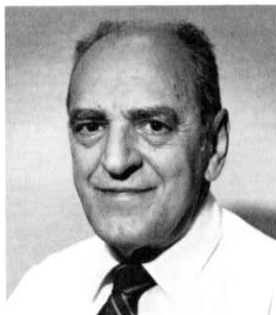
**D.M. (Dolores) Humphreys**  
Phone: (804) 528-7873



**R.C. (Bob) Poston**  
Phone: (804) 528-7543

## CONTRACT ADMINISTRATION

### Contract Administrators



**W.R. (Bill) Ball**  
Senior Contract Admin.  
Phone: (804) 528-7814  
QUIK COMM: ORDS



**C.H. (Claude) Wood**  
Phone: (804) 528-7510  
QUIK COMM: ORDS



**W.H. (Willie) Belton**  
Phone: (804) 528-7845  
QUIK COMM: ORDS



**S.E. (Steve) Justis**  
Phone: (804) 528-7906  
QUIK COMM: ORDS



**J.L. (Jim) Wewetzer**  
Phone: (804) 528-7747  
QUIK COMM: ORDS



**J.S. (Jean) Drewry**  
Clerk  
Phone: (804) 528-7049

## ADMINISTRATIVE SERVICES

Administrative Services watches over all orders received at Lynchburg. Contact your Customer Service Representative for all order changes, corrections and status inquiries.



**R.S. (Ron) Rosser**

Manager, Order Admin. & PDP  
Phone: (804) 528-7468  
QUIK COMM: ORDS

**QUIK COMM**  
ORDS for Messages



**B.M. (Bettie) Bomar**

General Clerk  
Phone: (804) 528-7244

## Customer Service Reps



**H.H. (Harold) Hunt**

Northeast & Pacific  
Phone: (804) 528-7350



**S.G. (Gordy) Moore, Jr.**

Mid-Atlantic & Western  
Phone: (804) 528-7252



**G.C. (George) Eubank**

Southeast  
Phone: (804) 528-7793



**H.M. (Helen) Nicely**

Great Lakes & Southwest  
Phone: (804) 528-7553



**S.A. (Sam) Hedrick**

GSA & Government  
Phone: (804) 528-7540



**V.C. (Ginny) Radford**

All Regions  
Unbilled Shipments  
Phone: (804) 528-7274

## PRIORITY DELIVERY PROGRAM (PDP)

The PDP Finished Goods Warehouse program is primarily designed to serve the delivery requirements of our Dealers. We stock an average of 20,000 units, with nearly half of them boxed and ready to go. Our complete array of services includes:

- Orders by QUIK COMM
- Product availability (ship cycle) information
- The very best in delivery: 1 to 4 weeks on most items

We're all available from 8:00 a.m. to 5:00 p.m. to help.

### TOLL-FREE NUMBER

for availability &  
delivery inquiries  
1-800-446-9100

**QUIK-COMM**  
ORDE for Messages  
DEAL for Orders



**J.L. (Lee) Parker**

Specialist, Product Distr.  
Phone: (804) 528-7360



**M.D. (Mary) Wood**

Senior General Clerk  
Phone: (804) 528-7746



**Tony Little**

Specialist, Product Distr.  
Phone: (804) 528-7746



# Product Services



**J.S. (Jerry) Cornelius**  
Manager - Product Services  
Phone: (804) 528-7083  
QUIK COMM: TSSV

## TECHNICAL RESPONSE CENTER

- Toll-free "HELP" line
- 24-hour service with recorder
- Interface for technical solutions
- Computerized system control
- Reservations for Technical Training

**1-800-528-7711\***

24-Hour Service with Recorder

\*In Virginia call 1-800-237-0138 and in Canada 1-800-331-9138.



**W.H. (Lew) Gallion**  
Tech. Leader  
Tech. Response Center



**P.L. (Pete) Lascell**  
B&I and Cellular Products



**E.V. (Eddie) Claiborne**  
B&I and Cellular Products



**D.C. (Don) Gordon**  
PS Products



**Cindy Johnson**  
General Clerk



**Joyce Figg**  
General Clerk

## PRODUCT SUPPORT PROGRAMS



**L.G. (Larry) Whipkey**  
Phone: (804) 528-7040

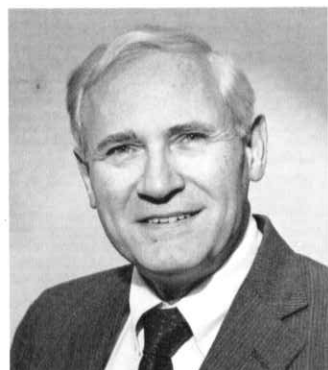


**H.E. (Gene) Pearson**  
Phone: (804) 528-7082

## WARRANTY PROGRAMS

## TRAINING PROGRAMS

For Technical Training reservations call 1-800-528-7711.



**J.J. (Jim) Carrington**  
Manager, Training Programs  
Phone: (804) 528-7639  
QUIK COMM: MKAD



**M.T. (Mel) Anderson**  
Manager, Technical Training  
Phone: (804) 528-7776  
QUIK COMM: TSSV



**J.B. (Jack) Carey**  
Sr. Technical Trainer



**R.L. (Rick) Brown**  
Technical Trainer

# After-Market Services

Including Service Parts, FMR and Repair & Return



**J.D. Allen**

Manager, After-Market Services  
Phone: (804) 528-7791  
FAX: (804) 528-7662

**QUIK COMM**  
JDAL for Messages  
SVPT for Orders

## SERVICES

- Order Taking (24-Hour Service) ..... 1-800-368-3277
- Order Administration  
8 a.m. to 6 p.m., Monday thru Friday ..... 1-800-446-7770
- International Order Administration  
8 a.m. to 5 p.m., Monday thru Friday ..... (804) 528-7676
- FMR and Repair & Return ..... 1-800-446-5005
- Part Numbers and Catalog References ..... (804) 528-7390



**E.S. (Ed) Bolen**

Specialist, Product Information  
Phone: (804) 528-7212  
FAX: (804) 528-7662



**J.R. (Joe) Palmer**

Manager, Order Administration  
Phone: (804) 528-7965  
FAX: (804) 528-7662



**C.H. (Carl) Hedge**

Specialist, International Order Admin.  
Phone: (804) 528-7125  
FAX: (804) 528-7662



**W.C. (Carlton) Mattox**

Manager, FMR and R&R  
Phone: (804) 528-7661

## CUSTOMER SERVICE

Customer Service Representatives	Assignment	QUIK- COMM	Telephones
Bud Crist	Crystals and Order Service	JDAL	1-800-446-7770 or (804) 528-7420
Lew Garbee	Regions A&D	JDAL	1-800-446-7770 or (804) 528-7420
Roy Gregory	Regions B&E	JDAL	1-800-446-7770 or (804) 528-7420
Dan Justis	Regions G&J	JDAL	1-800-446-7770 or (804) 528-7420
Marian Novak	Region C	JDAL	1-800-446-7770 or (804) 528-7420
Jim Carwile	GSA, Gov't and CGE	JDAL	1-800-446-7770 or (804) 528-7654
Alice Keesee	International	JDAL	(804) 528-7676
C.W. Mathews	FMR and R&R	FMRL	1-800-446-5005 (804) 528-7396



## ***GE Mobile Communications***

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General Electric Company  
Lynchburg, VA 24502

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