



Direct Contact - General inquiries:

Key Account Manager: Todd Shay

todd.shay@ai-media.tv

Hours: Mo-Fr: 8am ET – 5pm ET



Coordinators - Booking requests/Modifications/Cancellations

(Response time within one full business day/24 hours.)

Jules (Lead), Cat, Daren, Katherine, and Regina

Coordinators.na@ai-media.tv

Hours: Mo-Fr: 8am ET – 5pm ET



Urgent Team

(Please use this for all things 48 hours and under. Most issues should be handled within 15 minutes.)

Allyson (Lead)

urgent@ai-media.tv

800-335-0911 Ext 7. 24/7

Management:

Jared Janssen, GM, Key Accounts Jared.Janssen@ai-media.tv

Josh Garrett, CI and CT, NIC, GM of Services Josh.Garrett@ai-media.tv

Kyle Phillips, GM Business Development Kyle.Phillips@ai-media.tv

James Ward, Chief Sales Officer James.Ward@ai-media.tv

Live Services Manager: April Prater

April.Prater@ai-media.tv

If she is ever not immediately available, Savannah Savannah.Olsen@ai-media.tv is her backup.)

Resource/Scheduling Manager: Emily Mathew

Emily.Mathew@ai-media.tv

If she is ever not available, Fabienne Fabienne.Elise@ai-media.tv is her backup.)

Recorded Media Manager: Simon Connolly

RecordedEnterprise@ai-media.tv

Accounting/Invoicing

Accounts.USA@ai-media.tv