

# Service Assurance & Activations Escalation Matrix

Escalation numbers listed below ring both office phones and cell phones

Enterprise and Wholesale Repair				
<b>First Level</b>	<p><b>Technician</b></p> <p><b>National Services</b> (877) 453-8353 Opt 1</p> <p><i>If you have an open ticket, please use Opt 1, 1 and type in your ticket number to get routed directly to a technician</i></p>			
	<p><b>Local ILEC Services</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; border-right: 1px solid black; padding: 5px;"> <b>Electrical / Optical / DWDM</b> (888) 678-8080 Opt 1, 2 <i>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</i> </td> <td style="width: 25%; border-right: 1px solid black; padding: 5px;"> <b>Local Ethernet / ATM / Frame</b> (800) 229-6751 Opt 1, 1, 2                 </td> <td style="width: 25%; border-right: 1px solid black; padding: 5px;"> <b>Electrical / Optical / DWDM</b> (888) 862-8293 Opt 1, 2                 </td> <td style="width: 25%; padding: 5px;"> <b>Local Ethernet / ATM / Frame</b> (800) 603-8044 Opt 1, 1 <i>All other states</i> </td> </tr> </table>	<b>Electrical / Optical / DWDM</b> (888) 678-8080 Opt 1, 2 <i>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</i>	<b>Local Ethernet / ATM / Frame</b> (800) 229-6751 Opt 1, 1, 2	<b>Electrical / Optical / DWDM</b> (888) 862-8293 Opt 1, 2
<b>Electrical / Optical / DWDM</b> (888) 678-8080 Opt 1, 2 <i>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</i>	<b>Local Ethernet / ATM / Frame</b> (800) 229-6751 Opt 1, 1, 2	<b>Electrical / Optical / DWDM</b> (888) 862-8293 Opt 1, 2	<b>Local Ethernet / ATM / Frame</b> (800) 603-8044 Opt 1, 1 <i>All other states</i>	
<b>Second Level</b>	<p><b>Managers On Duty (staffed on site 24x7)</b></p> <p><b>National Data / IP / Infrastructure Services</b> (720) 888-6823 or (720) 888-6888</p> <p><b>National Voice Services</b> (720) 888-2492</p>			
	<p><b>Local ILEC Services</b> (720) 888-5011</p>			
<b>Third Level</b>	<p><b>Sr. Managers (on call)</b></p> <p><b>National Data / IP / Infrastructure</b> <b>(Tom Danser, Keith Fitzgerald, Steve Willison, Zac Bishop, Nathan Miller)</b> (720) 888-7109 or (720) 888-7056</p>			
	<p><b>National Voice (Rick Yover, Augi Chavez)</b> (720) 888-7239</p>			
	<p><b>Local ILEC Services (Kyle Britt)</b> (720) 888-5014</p>			
<b>Fourth Level</b>	<p><b>Directors (on call)</b> <b>National – Joni Couch, Daniel Wilson, Jennifer LaBounty, Jill Seals, Eric Peterson, Bobby Lister, Bill Eidsmoe</b> (720) 888-7069 or (720) 888-7023</p>			
	<p><b>Local ILEC Services – Director Dan Wilson</b> (720) 888-5010</p>			
<b>Fifth Level</b>	<p><b>Vice President</b> <b>Chris Noble</b> (720) 888-6988</p>			

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	Vyvx	CDN	Professional Services / Pro NOC	NMS / Managed Office & SD WAN
First Level	<b>Technician</b> (800) 888-6771 (720) 888-0429 <a href="mailto:DL-VyvxTOC@lumen.com">DL-VyvxTOC@lumen.com</a>	<b>Technician</b> (877) 612-9015 <a href="mailto:CDN.Support@lumen.com">CDN.Support@lumen.com</a>	<b>Technician</b> (877) 453-8353 Opt 1, 2, 4, 4 <a href="mailto:professionalservices@lumen.com">professionalservices@lumen.com</a>	<b>NMS Technician</b> (877) 453-8353 Opt 1, 2, 4, 1  <b>SD WAN Technician</b> (877) 453-8353 Opt 1, 2, 4, 2
Second & Third Level	<b>Manager On Call</b> <b>Chad Benard</b> (720) 888-7086	<b>Sr. Manager On Call</b> <b>Chris Smith</b> (720) 888-6941	<b>Supervisor On Call</b> (720) 888-5609  <b>Manager On Call</b> (720) 888-7083	<b>Manager On Duty</b> (720) 888-6888  <b>Sr. Manager On Duty</b> (720) 888-5608
Fourth Level	<b>Sr. Manager</b> <b>Chad Flemming</b> (720) 888-7084		<b>Director</b> <b>Bobby Lister</b> (720) 888-7131	<b>Director</b> <b>Bill Eidsmoe</b> (720) 888-6598
Fifth Level	<b>Sr. Director</b> <b>Rick Gibson</b> (720) 888-7085		<b>Sr. Director</b> <b>Dan Wilson</b> (720) 888-2579	<b>Sr. Director</b> <b>Jennifer LaBounty</b> (720) 888-9461

	Managed DDOS/Fire wall	Managed Firewall	Field Tech Services (Billable Remote Hands)	Physical Security	Planned Network Maintenance
First Level	<b>Technician</b> (877) 453-8353 Opt 1, 2, 5, 1 (866) 254-5210		<b>Technician</b> (877) 453-8353 Opt 1, 2, 3	<b>Facility Access Team</b> (866) 788-9888	<b>Change Management Coordinator</b> (855) CHG-MGMT (855) 244-6468
Second Level	<b>Manager On Duty</b> (720) 888-8210	<b>Manager On Duty</b> (720) 888-6503	<b>Manager</b> <b>Kyler Demeulmeester</b> (720) 888-7072	<b>Supervisor On Duty</b> (720) 888-5511	<b>Manager On Duty</b> (720) 888-6261
Third Level	<b>Sr. Manager On Call</b> <b>James Winzenz, Michael Bejarano</b> (720) 888-7212			<b>Manager On Call</b> (720) 888-2495	<b>Director</b> <b>Brent Bitz</b> (720) 888-5007
Fourth Level	<b>Director</b> <b>Bill Eidsmoe</b> (720) 888-6598		<b>Sr. Manager</b> <b>Doug Secrest</b> (720) 888-7071		

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	Portal Support	Toll Free	Local Number Porting	Activations	Unified Communications
First Level	<p><b>Control Center Portal</b> (877) 453-8353 Opt 2, 3 Hours of Operation: 6am - 6pm MST</p>	<p><b>Resp Org ULD02</b> (800) 244-1111</p> <p><b>Resp Org LGT01</b> (800) 860-1020</p> <p><b>All other Resp Orgs</b> (866) 697-5881 Opt 2 Hours of Operation: 6am – 4pm MST</p> <p><b>After hours:</b> Tech On Duty: (866) 965-4944</p>	<p><b>Technician</b> (800) 861-0262 Opt 1</p> <p><b>After hours:</b> Technician On Duty: (720) 888-6562</p>	<p><b>Technician</b> (877) 453-8353 <b>Opt 3</b> Opt 1 (Global Customer Support Team) Opt 2 (Activations/New Plug and Play Escalations) Hours of Operation: Mon to Fri 7am – 6pm MST</p> <p><b>MOD Line for Afterhour/Weekends:</b> (855) 572-4322 Opt 1</p>	<p><b>Technician</b> (888) 447-1101 (720) 888-8499 Opt 1</p>
Second Level	<p><b>Lead After Hour Support (outage support)</b> (720) 888-6146</p>	<p><b>Manager On Duty</b> (720) 888-6084</p>	<p><b>Escalation Manager</b> (800) 861-0262 Opt 1, 2</p> <p><b>Manager On Duty</b> (800) 861-0262 Opt 1, 3</p>	<p><b>Lead Technicians</b> <b>Jasmin Lebron</b> (720) 888-6575 Mon to Fri 7am – 4pm MST <b>Dain Ramirez</b> (720) 888-7862 Tues to Sat 1pm – 10pm MST</p> <p><b>Manager</b> <b>Romayne Barto</b> (720) 888-4715</p> <p><b>MOD Line for Afterhour/Weekends:</b> (855) 572-4322 Opt 1</p>	<p><b>Manager On Duty</b> (720) 888-6394</p>
Third Level	<p><b>Manager Michelle Walden</b> (480) 440-3911</p>	<p><b>Manager Pam Cox</b> (720) 888-7075</p> <p><b>Director Cynthia Delgado Rojas</b> (720) 888-6540</p>	<p><b>Director Cynthia Delgado Rojas</b> (800) 861-0262 Opt 1, 4</p>	<p><b>Director Omar Macias</b> (720) 888-7523</p>	<p><b>Sr. Manager Linda Diadori</b> (720) 888-6508</p> <p><b>Sr. Manager Arlene Foster</b> (720) 888-0586</p>
Fourth Level	<p><b>Director Michele Wolf</b> (651) 492-3361</p>	<p><b>Vice President (acting) Cynthia Delgado Rojas</b> (720) 888-6540</p>		<p><b>Vice President Tammy Nyman</b> (720) 888-6563</p>	<p><b>Director Katia Lemieux</b> (720) 888-9455</p>

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	Managed Hosting / Cloud / Edge Operations					
	Client Response Center Tier 1	Hosting Operations Database	Hosting Operations UNIX & Windows	Hosting Compute Global Data Backup & Storage	Network & Security	Lumen Cloud & Edge Compute
First Level	<b>Shift Manager</b> US (888) 638-6771 Option 1  UK +44 800-496-5000					US (800) 536-3273  UK +44 800-528-8798
Second Level	<b>On Call Manager</b> (877) 793-7313					
Third Level	<b>On Call Directors</b> (877) 349-3575 Ben Cole or George Jose					
	<b>Mike Weber</b> Sr. Director (720-888-2574)					
Fourth Level	<b>Martin Valence</b> Vice President (720) 888-6554					

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<b>CenturyLink Internet, TV, and Phone Repair</b>	
<b>First Level</b>	<b>Technician</b>  AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY - Internet & TV (800) 244-1111
	AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY - Phone (800) 954-1211
	<b>All Other States</b> (800) 786-6272
<b>Second Level</b>	<b>Supervisors On Duty (staffed on site 24x7)</b>  AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY (720) 888-2474
	<b>All Other States</b> (720) 888-2472
<b>Third Level</b>	<b>Managers (on call)</b>  AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY – Lisa Ledlin (720) 888-2477
	<b>All Other States - Tony Cloninger, Laura Sommer, or Bert Cain</b> (720) 888-2479
<b>Fourth Level</b>	<b>Directors (on call)</b>  AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY – Patrick O’Grady (720) 888-5611
	<b>All Other States – Marlene Orme-Kozlowski</b> (720) 888-5612
<b>Fifth Level</b>	<b>Glenn Garbelman</b> (720) 888-5613