

Service Assurance & Activations Escalation Matrix

Escalation numbers listed below ring both office phones and cell phones

Enterprise and Wholesale Repair			
First Level	<p>Technician National Services (877) 453-8353 Opt 1</p> <p>For existing tickets, use Opt 1, 1; enter a ticket number for access to options such as Status, to speak to a technician, etc.</p>		
	<p>Local ILEC Services</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; border-right: 1px solid black; padding: 5px;"> <p>Electrical / Optical / DWDM (888) 678-8080 Opt 1, 2</p> <p>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</p> </td> <td style="width: 33%; border-right: 1px solid black; padding: 5px;"> <p>Local Ethernet / ATM / Frame (800) 229-6751 Opt 1, 1, 1</p> </td> <td style="width: 33%; padding: 5px;"> <p>Local ILEC Services (877) 453-8353 Opt 1</p> <p>All other states</p> </td> </tr> </table>	<p>Electrical / Optical / DWDM (888) 678-8080 Opt 1, 2</p> <p>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</p>	<p>Local Ethernet / ATM / Frame (800) 229-6751 Opt 1, 1, 1</p>
<p>Electrical / Optical / DWDM (888) 678-8080 Opt 1, 2</p> <p>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</p>	<p>Local Ethernet / ATM / Frame (800) 229-6751 Opt 1, 1, 1</p>	<p>Local ILEC Services (877) 453-8353 Opt 1</p> <p>All other states</p>	
Second Level	<p>Managers On Duty (staffed on-site 24x7)</p> <p>National Data / IP / Infrastructure Services / SD-WAN (720) 888-6823 or (720) 888-6888</p> <p>National Voice/VoIP Services (See Page 5 for POTS and Local Voice Escalations) (720) 888-2492</p>		
	<p>Local ILEC/PRI Services (720) 888-5011</p>		
Third Level	<p>Sr. Managers (on call) National Data / IP / Infrastructure / SD-WAN Local ILEC/PRI Services (Keith Fitzgerald, Steve Willison, Zac Bishop, Nathan Miller, David Squires) (720) 888-7109 or (720) 888-7056 or (720) 888-5014</p>		
	<p>National Voice (Rick Yover) (See Page 5 for POTS and Local Voice Escalations) (720) 888-7239</p>		
Fourth Level	<p>Directors (on call) National Data / IP / Infrastructure / SD-WAN Local ILEC/PRI Services Joni Couch, Dan Wilson, Jill Seals, Eric Peterson, Bobby Lister, Bill Eidsmoe (720) 888-7069 or (720) 888-7023 or (720) 888-5010</p>		
Fifth Level	<p>Vice President Jennifer LaBounty (720) 888-6988</p>		

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	Vyvx	CDN	Professional Services / Pro NOC	Managed Services (formerly TMNS)
First Level	Technician (800) 888-6771 (720) 888-0429 DL-VyvxTOC@lumen.com	Technician (877) 612-9015 CDN.Support@lumen.com	Technician (877) 453-8353 Opt 1, 2, 4, 4 professionalservices@lumen.com	Technician (844) 581-2349
Second & Third Level	Manager On Call Chad Barnard (720) 888-7086	Sr. Manager On Call Amy Cavett (720) 888-6941	Manager On Call (720) 888-5609 Sr. Manager On Call Dan Smith (720) 888-7083	Lead Technician (844) 581-2349 Manager On Duty (720) 888-6502
Fourth Level	Sr. Manager Chad Fleming (720) 888-7084	Sr. Director Rick Gibson (720) 888-7085	Director Bill Eidsmoe (720) 888-6598	
Fifth Level	Sr. Director Rick Gibson (720) 888-7085		Vice President Mari Carr (720) 888-6531	

	Managed DDOS	Managed Firewall	Field Tech Services (Billable Remote Hands)	Physical Security	Planned Network Maintenance
First Level	Technician (877) 453-8353 Opt 1, 2, 5, 1 (866) 254-5210		Technician (877) 453-8353 Opt 1, 2, 3	Facility Access Team (866) 788-9888 Opt. 2 Normal Business Hours	Change Management Coordinator (855) CHG-MGMT (855) 244-6468
Second Level	Manager On Duty (720) 888-8210	Manager On Duty (720) 888-6503	Manager Hunter Fischer (720) 888-7072	Physical Security Operations Center (PSOC) (866) 788-9888 Opt. 1 After Hours	Manager On Duty (720) 888-6261
Third Level	Sr. Manager On Call James Winzenz, Michael Bejarano (720) 888-7212			Manager On Call Mark Rice (720) 888-2572	Director Brent Bitz (720) 888-5007
Fourth Level	Director Paul T (720) 888-2577		Sr. Manager Doug Secrest (720) 888-7071	Sr. Manager John Elvig (720) 888-2573	
Fifth Level	Vice President Martin Nystrom (720) 888-5610		Sr. Director Tim Vanni (720) 888-1472	Sr. Director Chirag Patel (720) 888-6262	Vice President Ellen St. Germain (720) 888-6565

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	Portal Support	Toll Free	Local Number Porting	Activations & Support Teams	Unified Communications
First Level	Control Center Portal (877) 453-8353 Opt 5 Hours of Operation: 6am - 6pm MST	Resp Org ULD02 (800) 244-1111 Resp Org LGT01 (800) 860-1020 All other Resp Orgs (866) 697-5881 Opt 2 Hours of Operation: 6am – 4pm MST After hours: Tech On Duty: (866) 965-4944	Technician (800) 861-0262 Opt 1 After hours: Technician On Duty: (720) 888-6562	Technician (877) 453-8353 Opt 3 Opt 1 (Plug & Play Support – Customer Support Team) Mon to Fri 7am – 7pm MST Manager on Duty for Afterhours/Weekend: (855) 572-4322	Technician (888) 447-1101 (720) 888-8499 Opt 1
Second Level	Lead After Hour Support (outage support) (720) 888-6146	Manager On Duty (800) 861-0262 Opt 2, 2	Manager On Duty (800) 861-0262 Opt 1, 2	Lead Technicians Email: CSTSupportRequest@lumen.com Jasmin Lebron (Tech Lead) (918) 547-4996 M-F 7am – 4pm MST Justin McClain (Tech Lead) (602) 357-7230 Tue-Sat 12pm – 9pm MST Charles Jolley (614) 974-2619 M-F 5pm – 1am MST Manager on Duty for Afterhours/Weekend: (855) 572-4322	Manager On Duty (720) 888-6394
Third Level	Manager Michelle Walden (720) 888-2473	Sr. Manager Corey Curtis (800) 861-0262 Opt 2, 3	Sr. Manager Corey Curtis (800) 861-0262 Opt 1, 3	Manager Romaine Barto (720) 888-4715 Manager on Duty for Afterhours/Weekend: (855) 572-4322	Sr. Manager Linda Diadori (720) 888-6508
Fourth Level	Director Michele Wolf (720) 888-2570	Director Cynthia Delgado Rojas (720) 888-6540		Manager Romaine Barto (Interim) (720) 956-7435	Sr. Manager Arlene Foster (720) 888-0586
Fifth Level		VP Access Delivery Brian Henderson (720) 888-7524			Sr. Director Rick Gibson (720) 888-7085

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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	Shift Manager (888) 638-6771 Option 1					Shift Manager (800) 536-3273
Second Level	On Call Manager (877) 793-7313					
Third Level	On Call Director Ben Cole (877) 349-3575					
Fourth Level	Vice President Mari Carr (720) 888-6531					

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	<h2>CenturyLink Internet, TV, and Phone Repair</h2>
First Level	<p>Technician</p> <p>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY - Internet & TV (800) 244-1111</p>
	<p>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY - Phone (800) 954-1211</p>
	<p>All Other States (800) 786-6272</p>
	<p>For escalations beyond first level, please visit:</p> <p>https://www.centurylink.com/home/help/contact/unresolved-issue.html</p>