

Service Assurance & Activations Escalation Matrix

	Enterprise and Wholesale Repair				
First Level	Technician National Services (877) 453-8353 Opt 1 For existing tickets, use Opt 1, 1; enter a ticket number for access to options such as Status, to speak to a technician, etc.				
	Local ILEC Services Electrical / Optical / DWDM				
Second Level	Managers On Duty (staffed on-site 24x7) National Data / IP / Infrastructure Services / SD-WAN (720) 888-6823 or (720) 888-6888 National Voice/VolP Services (See Page 5 for POTS and Local Voice Escalations) (720) 888-2492				
Third Level	Sr. Managers (on call) National Data / IP / Infrastructure / SD-WAN Local ILEC/PRI Services (Keith Fitzgerald, Nathan Miller, David Squires, Alex Gao) (720) 888-7109 or (720) 888-7056				
Fourth Level	National Voice (Rick Yover) (See Page 5 for POTS and Local Voice Escalations) (720) 888-7239 Directors (on call) National Data / IP / Infrastructure / SD-WAN Local ILEC/PRI Services Joni Couch, Jill Seals, Zac Bishop, Rick Yover (720) 888-7069 or (720) 888-7023				
Fifth Level	Vice President Jennifer LaBounty (720) 888-6988				



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	Vyvx	Professional Services / Pro NOC	Managed Services (formerly TMNS)	
First Level	Technician (800) 888-6771 (720) 888-0429 <u>DL-VyvxTOC@ lumen.com</u>	Technician (877) 885-9589 + PIN (720) 956-7766 + PIN professionalservices@lumen.com	Technician (844) 581-2349	
Second & Third Level	Manager On Call Chad Barnard (720) 888-7086	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	Director Chad Fleming (720) 888-7084	Director Bill Eidsmoe (720) 888-6598		
Fifth	Vice President Rick Gibson (720) 888-7085	Vice President Mari Carr (720) 888-6531		

	Field Tech Services (Billable Remote Hands)	Physical Security	Planned Network Maintenance	
First Level	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	Manager Hunter Fischer	Physical Security Operations Center (PSOC) (866) 788-9888 Opt. 1 After Hours	Manager On Duty (720) 888-6261	
Third	(720) 888-7072	Manager On Call Mark Rice (720) 888-2572	Sr. Director	
Fourth	Sr. Manager Doug Secrest (720) 888-7071	Sr. Manager John Pierson (720) 888-2573	Brent Bitz (720) 888-5007	
Fifth	Sr. Director Tim Vanni (720) 888-1472	Director John Cunningham (720) 888-6262	Vice President Dan Wilson (720) 888-6565	



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	Portal Support	Toll Free	Local Number Porting	New Install – Plug and Play Customer Activation Support	Unified Communications & Contact Center
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	Technical Support (877) 453-8353, Opt 3 Plug and Play Support – Customer Activation Support Team – Post Install Activation Support for New Installs Mon to Fri 6am – 8pm Mountain	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 Romayne Barto (720) 888-4715	Sr. Manager Linda Diadori (720) 888-6508
Fourth Level	Director Julie Hollenbeck	Direc Cynthia Del (720) 88	gado Rojas	Director Cynthia Delgado Rojas (720) 888-6540	Sr. Manager Arlene Foster (720) 888-0586
Fifth	(720) 888-2570	VP Access Delivery Brian Henderson (720) 888-7524			Director Rick Yover (720) 888-6988



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	Managed Hosting / Cloud / Edge Operations						
	DDOS	Client Response Center Tier 1	Hosting Operations Database	Hosting Operations UNIX & Windows	Hosting Compute Global Data Backup & Storage	Network & Managed Security	Lumen Cloud & Edge Compute
First Level		On Call Manager (877) 793-7313				Shift Manager (800) 536-3273	
Second	On Call Director (877) 274-3606						
Third Level	On Call Sr. Director Ben Cole / Jeash Velayudhan (877) 349-3575						
Fourth Level	Vice President Mari Carr (720) 888-6531						



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