

# 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 National Services</b> (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>Lumen Connect Portal: <a href="https://connect.lumen.com">https://connect.lumen.com</a></p>		
	<p><b>Local ILEC Services</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; border-right: 1px solid black; padding: 5px;"> <p><b>Electrical / Optical / DWDM</b> (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><b>Local Ethernet / ATM / Frame</b> (800) 229-6751 Opt 1, 1, 1</p> </td> <td style="width: 33%; padding: 5px;"> <p><b>Local ILEC Services</b> (877) 453-8353 Opt 1</p> <p>All other states</p> </td> </tr> </table>	<p><b>Electrical / Optical / DWDM</b> (888) 678-8080 Opt 1, 2</p> <p>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</p>	<p><b>Local Ethernet / ATM / Frame</b> (800) 229-6751 Opt 1, 1, 1</p>
<p><b>Electrical / Optical / DWDM</b> (888) 678-8080 Opt 1, 2</p> <p>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</p>	<p><b>Local Ethernet / ATM / Frame</b> (800) 229-6751 Opt 1, 1, 1</p>	<p><b>Local ILEC Services</b> (877) 453-8353 Opt 1</p> <p>All other states</p>	
<b>Second Level</b>	<p><b>Managers On Duty (staffed on-site 24x7)</b></p> <p><b>National Data / IP / Infrastructure Services / SD-WAN</b> (720) 888-6823 or (720) 888-6888</p> <p><b>National Voice/VoIP Services</b> (See Page 5 for POTS and Local Voice Escalations) (720) 888-2492</p>		
	<p><b>Local ILEC/PRI Services</b> (720) 888-5011</p>		
<b>Third Level</b>	<p><b>Sr. Managers (on call)</b> <b>National Data / IP / Infrastructure / National Voice</b> <b>Local ILEC/PRI Services</b> (See Page 5 for POTS and Local Voice Escalations) Keith Fitzgerald, Nathan Miller, David Squires, Michael Shultz</p> <p>(720) 888-7109 or (720) 888-7056 or (720) 888-7239</p>		
<b>Fourth Level</b>	<p><b>Directors (on call)</b> <b>National Data / IP / Infrastructure / Voice</b> <b>Local ILEC/PRI Services</b> Joni Couch, Jill Seals, Zac Bishop, Rick Yover</p> <p>(720) 888-7069 or (720) 888-7023</p>		
<b>Fifth Level</b>	<p><b>Vice President</b> Jennifer LaBounty (720) 888-6988</p>		

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	Vyvx	Professional Services / Pro NOC	Managed Services (formerly TMNS)
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) 885-9589 + PIN (720) 956-7766 + PIN <a href="mailto:professionalservices@lumen.com">professionalservices@lumen.com</a>	<b>Technician</b> (844) 581-2349
Second & Third Level	<b>Manager On Call</b> Chad Barnard (720) 888-7086	<b>Manager On Call</b> (720) 888-5609  <b>Sr. Manager On Call</b> Dan Smith (720) 888-7083	<b>Lead Technician</b> (844) 581-2349  <b>Manager On Duty</b> (720) 888-6502
Fourth Level	<b>Director</b> Chad Fleming (720) 888-7084	<b>Director</b> Bill Eidsmoe (720) 888-6598	
Fifth Level	<b>Vice President</b> Rick Gibson (720) 888-7085	<b>Vice President</b> Alan Asselstine (720) 888-8066	

	Field Tech Services (Billable Remote Hands)	Physical Security	Planned Network Maintenance
First Level	<b>Technician</b> (877) 453-8353 Opt 1, 2, 3	<b>Facility Access Team</b> (866) 788-9888 Opt. 2 Normal Business Hours	<b>Change Management Coordinator</b> (855) CHG-MGMT (855) 244-6468
Second Level	<b>Manager</b> Hunter Fischer (720) 888-7072	<b>Physical Security Operations Center (PSOC)</b> (866) 788-9888 Opt. 1 After Hours	<b>Manager On Duty</b> (720) 888-6261
Third Level		<b>Manager On Call</b> Mark Rice (720) 888-2572	<b>Sr. Director</b> Brent Bitz (720) 888-5007
Fourth Level	<b>Sr. Manager</b> Doug Secrest (720) 888-7071	<b>Sr. Manager</b> John Pierson (720) 888-2573	
Fifth Level	<b>Sr. Director</b> Tim Vanni (720) 888-1472	<b>Director</b> John Cunningham (720) 888-6262	<b>Vice President</b> Dan Wilson (720) 888-6565

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	Lumen Connect Portal Support	Toll Free	Local Number Porting	New Install – Plug and Play Customer Activation Support	Unified Communications & Contact Center
First Level	<p><b>Lumen Connect Portal</b> (877) 453-8353 Opt 5 <b>Hours of Operation:</b> 6am - 6pm MST <a href="mailto:lumen.connect@lumen.com">lumen.connect@lumen.com</a></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 <b>Hours of Operation:</b> 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>Technical Support</b> (877) 453-8353, Opt 3</p> <p>Plug and Play Support – Customer Activation Support Team – Post Install</p> <p><b>Activation Support for New Installs</b></p> <p>Mon to Fri 6am – 8pm Mountain</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> (800) 861-0262 Opt 2, 2</p>	<p><b>Manager On Duty</b> (800) 861-0262 Opt 1, 2</p>	<p><b>Lead Technicians Email:</b> <a href="mailto:CSTSupportRequest@lumen.com">CSTSupportRequest@lumen.com</a></p> <p>Jasmin Lebron (Tech Lead) (918) 547-4996 M-F 7am – 4pm MST</p> <p>Justin McClain (Tech Lead) (602) 357-7230 Tue-Sat 12pm – 9pm MST</p> <p>Charles Jolley (614) 974-2619 M-F 5pm – 1am MST</p> <p><b>Manager on Duty for Afterhours/Weekend:</b> (855) 572-4322</p>	<p><b>Manager On Duty</b> (720) 888-6394</p>
Third Level	<p><b>Manager</b> Michelle Walden (720) 888-2473</p>	<p><b>Sr. Manager</b> Corey Curtis (800) 861-0262 Opt 2, 3</p>	<p><b>Sr. Manager</b> Corey Curtis (800) 861-0262 Opt 1, 3</p>	<p><b>Manager</b> Romaine Barto (720) 888-4715</p>	<p><b>Sr. Manager</b> Linda Diadori (720) 888-6508</p>
Fourth Level	<p><b>Director</b> Julie Hollenbeck (720) 888-2570</p>	<p><b>Director</b> Cynthia Delgado Rojas (720) 888-6540</p>		<p><b>Director</b> Cynthia Delgado Rojas (720) 888-6540</p>	<p><b>Sr. Manager</b> Arlene Foster (720) 888-0586</p>
Fifth Level		<p><b>VP Access Delivery</b> Brian Henderson (720) 888-7524</p>			<p><b>Director</b> Rick Yover (720) 888-6988</p>

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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	<b>On Call Manager</b> (877) 793-7313						<b>Shift Manager</b> (800) 536-3273
Second Level	<b>On Call Director</b> (877) 274-3606						
Third Level	<b>On Call Sr. Director</b> Ben Cole / Jeash Velayudhan (877) 349-3575						
Fourth Level	<b>Vice President</b> Mari Carr (720) 888-6531						

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