

Service Assurance & Activations Escalation Matrix

Escalation numbers listed below ring both office phones and cell phones

Enterprise and Wholesale Repair			
First Level	<p>Technician</p> <p>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: 25%; border-right: 1px solid black; padding: 5px;"> <p>Electrical / Optical / DWDM (888) 678-8080 Opt 1, 2</p> <p>Local Ethernet / ATM / Frame (800) 229-6751 Opt 1, 1, 1</p> <p><i>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</i></p> </td> <td style="width: 25%; border-right: 1px solid black; padding: 5px;"> <p>Electrical / Optical / DWDM (888) 862-8293 Opt 1, 2</p> </td> <td style="width: 25%; padding: 5px;"> <p>Local Ethernet / ATM / Frame (800) 603-8044 Opt 1, 1</p> <p><i>All other states</i></p> </td> </tr> </table>	<p>Electrical / Optical / DWDM (888) 678-8080 Opt 1, 2</p> <p>Local Ethernet / ATM / Frame (800) 229-6751 Opt 1, 1, 1</p> <p><i>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</i></p>	<p>Electrical / Optical / DWDM (888) 862-8293 Opt 1, 2</p>
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Second Level	<p>Managers On Duty (staffed on-site 24x7)</p> <p>National Data / IP / Infrastructure Services (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 Local ILEC/PRI Services (Tom Danser, 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, Augi Chavez) (See Page 5 for POTS and Local Voice Escalations) (720) 888-7239</p>		
Fourth Level	<p>Directors (on call) National Data / IP / Infrastructure Local ILEC/PRI Services Joni Couch, Daniel Wilson, Jennifer LaBounty, 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 Chris Noble (720) 888-6988</p>		

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	Vyvx	CDN	Professional Services / Pro NOC	SASE/SD WAN Managed Enterprise with Cisco Meraki (MECM)	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	NMS Technician (877) 453-8353 Opt 1, 2, 4, 1 SD WAN Technician (877) 453-8353 Opt 1, 2, 4, 2	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	Manager On Duty (720) 888-6888 Sr. Manager On Duty (720) 888-5608	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 Bobby Lister (720) 888-7131	Director Bill Eidsmoe (720) 888-6598	
Fifth Level	Sr. Director Rick Gibson (720) 888-7085		Sr. Director Dan Wilson (720) 888-2579	Sr. Director Jennifer LaBounty (720) 888-9461	

	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 Evan Uhl (720) 888-1470		Sr. Manager Doug Secrest (720) 888-7071	Sr. Manager John Elvig (720) 888-2573	
Fifth Level	Sr. Director Drew Jackson (720) 888-1471		Sr. Director Tim Vanni (720) 888-1472	Vice President Ellen St. Germain (720) 888-6565	

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	Portal Support	Toll Free	Local Number Porting	Activations	Unified Communications
First Level	<p>Control Center Portal (877) 453-8353 Opt 5 Hours of Operation: 6am - 6pm MST</p>	<p>Resp Org ULD02 (800) 244-1111</p> <p>Resp Org LGT01 (800) 860-1020</p> <p>All other Resp Orgs (866) 697-5881 Opt 2 Hours of Operation: 6am – 4pm MST</p> <p>After hours: Tech On Duty: (866) 965-4944</p>	<p>Technician (800) 861-0262 Opt 1</p> <p>After hours: Technician On Duty: (720) 888-6562</p>	<p>Technician (877) 453-8353 Opt 3</p> <p>Opt 1 (Plug & Play Support – Customer Support Team) Mon to Fri 7am – 7pm MST</p> <p>Manager on Duty for Afterhours/Weekend: (855) 572-4322 Opt 1</p>	<p>Technician (888) 447-1101 (720) 888-8499 Opt 1</p>
Second Level	<p>Lead After Hour Support (outage support) (720) 888-6146</p>	<p>Manager On Duty (720) 888-6084</p>	<p>Manager On Duty (800) 861-0262 Opt 1, 2</p>	<p>Lead Technicians Jasmin Lebron (918) 547-4996 Mon to Fri 7am – 4pm MST Justin McClain (602) 357-7230 Tues to Sat 1pm – 10pm MST</p> <p>Manager on Duty for Afterhours/Weekend: (855) 572-4322 Opt 1</p>	<p>Manager On Duty (720) 888-6394</p>
Third Level	<p>Manager Michelle Walden (720) 888-2473</p>	<p>Sr. Manager Corey Curtis (800) 861-0262 Opt 1, 3</p>	<p>Sr. Manager Corey Curtis (800) 861-0262 Opt 1, 3</p>	<p>Manager Romayne Barto (720) 888-4715</p> <p>Manager on Duty for Afterhours/Weekend: (855) 572-4322 Opt 1</p>	<p>Sr. Manager Linda Diadori (720) 888-6508</p> <p>Sr. Manager Arlene Foster (720) 888-0586</p>
Fourth Level	<p>Director Michele Wolf (720) 888-2570</p>	<p>Director Cynthia Delgado Rojas (720) 888-6540</p>		<p>Sr. Director Omar Macias (720) 888-7523</p>	<p>Director Katia Lemieux (720) 888-9455</p>
Fifth Level	<p>VP Access Delivery Brian Henderson (720) 888-7524</p>			<p>Sr. Director Rick Gibson (720) 888-7085</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	Shift Manager US (888) 638-6771 Option 1 UK +44 800-496-5000					US (800) 536-3273 UK +44 800-528-8798
Second Level	On Call Manager (877) 793-7313					
Third Level	On Call Directors (877) 349-3575 Ben Cole or George Jose					
	Mike Weber Sr. Director (720) 888-2574					
Fourth Level	Martin Valence Vice President (720) 888-6554					

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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>