

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><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>Local ILEC Services</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; border-right: 1px solid black; padding: 5px;"> Electrical / Optical / DWDM (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;"> Local Ethernet / ATM / Frame (800) 229-6751 Opt 1, 1, 2 </td> <td style="width: 25%; border-right: 1px solid black; padding: 5px;"> Electrical / Optical / DWDM (888) 862-8293 Opt 1, 2 </td> <td style="width: 25%; padding: 5px;"> Local Ethernet / ATM / Frame (800) 603-8044 Opt 1, 1 <i>All other states</i> </td> </tr> </table>	Electrical / Optical / DWDM (888) 678-8080 Opt 1, 2 <i>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</i>	Local Ethernet / ATM / Frame (800) 229-6751 Opt 1, 1, 2	Electrical / Optical / DWDM (888) 862-8293 Opt 1, 2
Electrical / Optical / DWDM (888) 678-8080 Opt 1, 2 <i>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</i>	Local Ethernet / ATM / Frame (800) 229-6751 Opt 1, 1, 2	Electrical / Optical / DWDM (888) 862-8293 Opt 1, 2	Local Ethernet / ATM / Frame (800) 603-8044 Opt 1, 1 <i>All other states</i>	
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 Services (720) 888-2492</p>			
	<p>Local ILEC Services (720) 888-5011</p>			
Third Level	<p>Sr. Managers (on call)</p> <p>National Data / IP / Infrastructure (Tom Danser, Keith Fitzgerald, Steve Willison, Zac Bishop, Nathan Miller) (720) 888-7109 or (720) 888-7056</p>			
	<p>National Voice (Rick Yover, Augi Chavez) (720) 888-7239</p>			
	<p>Local ILEC Services (Kyle Britt) (720) 888-5014</p>			
Fourth Level	<p>Directors (on call) National – Joni Couch, Daniel Wilson, Jennifer LaBounty, Jill Seals, Eric Peterson, Bobby Lister, Bill Eidsmoe (720) 888-7069 or (720) 888-7023</p>			
	<p>Local ILEC Services – Director Dan Wilson (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	NMS / Managed Office & SASE/SD WAN
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
Second & Third Level	Manager On Call Chad Benard (720) 888-7086	Sr. Manager On Call Chad Flemming (720) 888-6941	Supervisor On Call (720) 888-5609 Manager On Call (720) 888-7083	Manager On Duty (720) 888-6888 Sr. Manager On Duty (720) 888-5608
Fourth Level	Sr. Manager Chad Flemming (720) 888-7084		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/Fire wall	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	Change Management Coordinator (855) CHG-MGMT (855) 244-6468
Second Level	Manager On Duty (720) 888-8210	Manager On Duty (720) 888-6503	Manager Kyler Demeulmeester (720) 888-7072	Supervisor On Duty (720) 888-5511	Manager On Duty (720) 888-6261
Third Level	Sr. Manager On Call James Winzenz, Michael Bejarano (720) 888-7212			Manager On Call (720) 888-2495	Director Brent Bitz (720) 888-5007
Fourth Level	Director Bill Eidsmoe (720) 888-6598		Sr. Manager Doug Secrest (720) 888-7071		

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	Portal Support	Toll Free	Local Number Porting	Activations	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 (Global Customer Support Team) Opt 2 (Activations/New Plug and Play Escalations) Hours of Operation: Mon to Fri 7am – 6pm MST Afterhour/Weekends: (855) 572-4322 Opt 1	Technician (888) 447-1101 (720) 888-8499 Opt 1
Second Level	Lead After Hour Support (outage support) (720) 888-6146	Manager On Duty (720) 888-6084	Escalation Manager (800) 861-0262 Opt 1, 2 Manager On Duty (800) 861-0262 Opt 1, 3	Lead Technicians Jasmin Lebron (720) 888-6575 Mon to Fri 7am – 4pm MST Dain Ramirez (720) 888-7862 Tues to Sat 1pm – 10pm MST Manager Romaine Barto (720) 888-4715 Afterhour/Weekends: (855) 572-4322 Opt 1	Manager On Duty (720) 888-6394
Third Level	Manager Michelle Walden (480) 440-3911	Manager Pam Cox (720) 888-7075 Director Cynthia Delgado Rojas (720) 888-6540	Director Cynthia Delgado Rojas (800) 861-0262 Opt 1, 4	Sr. Director Omar Macias (720) 888-7523	Sr. Manager Linda Diadori (720) 888-6508 Sr. Manager Arlene Foster (720) 888-0586
Fourth Level	Director Michele Wolf (651) 492-3361	Vice President (acting) Cynthia Delgado Rojas (720) 888-6540		Vice President Tammy Nyman (720) 888-6563	Director Katia Lemieux (720) 888-9455
Fifth Level					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 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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CenturyLink Internet, TV, and Phone Repair	
First Level	Technician 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
	All Other States (800) 786-6272
Second Level	Supervisors On Duty (staffed on site 24x7) AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY (720) 888-2474
	All Other States (720) 888-2472
Third Level	Managers (on call) AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY – Lisa Ledlin (720) 888-2477
	All Other States - Tony Cloninger (720) 888-2479
Fourth Level	Directors (on call) AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY – Patrick O’Grady (720) 888-5611
	All Other States – Angie Faler (720) 888-5612
Fifth Level	Turner Kniley (720) 888-5613