

Service Assurance & Activations Escalation Matrix

Escalation numbers listed below ring both office phones and cell phones

	Enterprise and Wholesale Repair	New Install – Plug and Play Customer Activation Support				
First Level	<p>National Services - Technician (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, Escalation, Ticket Closure or to speak to a technician.</p> <p>Lumen Connect Portal: Lumen Connect</p>	<p>On-Demand Activations Support Click-to-Chat</p> <p>Lumen Connect & click the Chat bubble 24x7</p> <p>(877) 453-8353 Opt 3 Mon-Fri 6am-7pm MT (non-holiday)</p>				
	<table border="0"> <tr> <td style="vertical-align: top;"> <p>Electrical / Optical / DWDM (888) 678-8080 Opt 1, 2</p> </td> <td style="vertical-align: top;"> <p>Local ILEC Services Local Ethernet / ATM / Frame (800) 229-6751 Opt 1, 1,</p> </td> <td style="vertical-align: top;"> <p>Local ILEC Services (877) 453-8353 Opt 1</p> </td> </tr> <tr> <td colspan="2"> <p>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</p> </td> <td> <p>All other states</p> </td> </tr> </table>		<p>Electrical / Optical / DWDM (888) 678-8080 Opt 1, 2</p>	<p>Local ILEC Services Local Ethernet / ATM / Frame (800) 229-6751 Opt 1, 1,</p>	<p>Local ILEC Services (877) 453-8353 Opt 1</p>	<p>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</p>
<p>Electrical / Optical / DWDM (888) 678-8080 Opt 1, 2</p>	<p>Local ILEC Services Local Ethernet / ATM / Frame (800) 229-6751 Opt 1, 1,</p>	<p>Local ILEC Services (877) 453-8353 Opt 1</p>				
<p>AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</p>		<p>All other states</p>				
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 <i>(See Last Page for POTS and Local Voice Escalations)</i> (720) 888-2492</p>	<p>Lead Technicians via Email: CustomerActivationsTechnicalSupportEscalations@lumen.com</p> <p>(877) 453-8353 Opt 3 Mon-Fri, 6am-7pm MT</p> <p>Manager on Duty Afterhours/Weekends: (855) 572-4322</p>				
	<p>Local ILEC/PRI Services (720) 888-5011</p>					
Third Level	<p>Sr. Managers (on call) National Data / IP / Infrastructure / National Voice Local ILEC/PRI Services <i>(See Last Page for POTS and Local Voice Escalations)</i> Keith Fitzgerald, Nathan Miller, David Squires, Michael Schultz</p> <p>(720) 888-7109 or (720) 888-7056 or (720) 888-7239</p>	<p>Manager Romayne Barto (720) 888-4715</p>				
Fourth Level	<p>Directors (on call) National Data / IP / Infrastructure / Voice Local ILEC/PRI Services Joni Couch, Jill Seals, Zac Bishop, Rick Yover, Malory Kulczewski</p> <p>(720) 888-7069 or (720) 888-7023</p>	<p>Director Cynthia Delgado Rojas (720) 888-6540</p>				
Fifth Level	<p>Vice President Jennifer LaBounty (720) 888-6988</p>	<p>VP Access Delivery Brian Henderson (720) 888-7524</p>				

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	Field Tech Services (Billable Remote Hands)	Facility Access & Physical Security	DDOS	VYVX	Planned Network Maintenance
First Level	Technician (877) 453-8353 Opt 1, 2, 3	Facility Access Team (866) 788-9888 Opt 2 Normal Business Hours	Technician (866) 254-5210 Opt 2 or (877) 453-8353 Opt 1, 2, 5, 1, 2	Technician (800) 888-6771 (720) 888-0429 DL-Vyvxtoc@lumen.com	Change Management Coordinator (855) CHG-MGMT (855) 244-6468
Second Level	Manager Hunter Fischer (720) 888-7072	Physical Security Operations Center (PSOC) (866) 788-9888 Opt. 1 After Hours	Manager On Call (720) 888-8210	Manager On Call Chad Barnard (720) 888-7086	Manager On Duty (720) 888-6261
Third Level		Manager On Call Mark Rice (720) 888-2572	Sr. Manager On Call James Winzenz (720) 888-7212		Sr. Director Brent Bitz (720) 888-5007
Fourth Level	Sr. Director Tim Vanni (720) 888-1472	Sr. Manager John Pierson (720) 888-2573	Director Zac Bishop (720) 888-7023	Director Chad Fleming (720) 888-7084	
Fifth Level		Director John Cunningham (720) 888-6262	Vice President Jennifer LaBounty (720) 888-6988	Vice President Rick Gibson (720) 888-7085	Vice President Dan Wilson (720) 888-6565

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	Lumen Connect Portal Support	Toll Free	Local Number Porting (LNP)	New Install – Plug and Play Customer Activation Support	Unified Communications & Contact Center
First Level	<p>Lumen Connect Portal (877) 453-8353 Opt 5 Hours of Operation: 6am - 6pm MST lumen.connect@lumen.com</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>On-Demand Activations Support Click-to-Chat</p> <p>Lumen Connect & click the Chat bubble 24x7</p> <p>(877) 453-8353 Opt 3 Mon-Fri 6am-7pm MT (non-holiday)</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 (800) 861-0262 Opt 2, 2</p>	<p>Manager On Duty (800) 861-0262 Opt 1, 2</p>	<p>Lead Technicians via Email: CustomerActivationsTechnicalSupportEscalations@lumen.com</p> <p>(877) 453-8353 Opt 3 Mon-Fri, 6am-7pm MT</p> <p>Manager on Duty Afterhours/Weekends: (855) 572-4322</p>	<p>Manager John Furlong (720) 888-6394</p>
Third Level	<p>Manager Michelle Walden (720) 888-2473</p>	<p>Sr. Manager Corey Curtis (800) 861-0262 Opt 2, 3</p>	<p>Sr. Manager Corey Curtis (800) 861-0262 Opt 1, 3</p>	<p>Manager Romayne Barto (720) 888-4715</p>	<p>Sr. Manager Linda Diadori (720) 888-6508</p>
Fourth Level	<p>Director Julie Hollenbeck (720) 888-2570</p>	<p>Director Cynthia Delgado Rojas (720) 888-6540</p>		<p>Director Cynthia Delgado Rojas (720) 888-6540</p>	<p>Sr. Manager Arlene Foster (720) 888-0586</p>
Fifth Level		<p>VP Access Delivery Brian Henderson (720) 888-7524</p>			<p>Director Rick Yover (720) 888-6988</p>

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	Financial Help Desk	Adaptive Desk	SD-WAN	Professional Services / Pro NOC	TMNS
First Level	Tech/Engineer (833) 318-2978	Service Desk US: (888) 606-6776 EMEA: (UK) 0800-496-5000 Asia Pacific: +65 6505 5211	Technician (844) 210-8821 or (877) 453-8353 Opt 1-2-4-2	Technician (877) 885-9589 + PIN (720) 956-7766 + PIN professionalservices@lumen.com	Lead Technician (844) 581-2349
Second & Third Level	Lead On Duty (833) 318-2978 Manager On Call John Hillis/ Neal Krenski (720) 888-2571	Manager on Duty (888) 606-6886 Sr. Manager John Murdoch (720) 888-6747	Manager On Call (720) 888-6744 Sr. Manager Alex Gao (720) 888-6748	Manager On Call (720) 888-5609 Sr. Manager Dan Smith (720) 888-7083	Manager On Duty (720) 888-6502 Sr Manager John Murdoch (720) 888-6747
Fourth Level	Director Bill Eidsmoe (720) 888-6598				
Fifth Level	Vice President Alan Asselstine (720) 888-8066				

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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 & Managed Security	Lumen Cloud & Edge Compute
First Level	On Call Manager (877) 793-7313					Shift Manager (800) 536-3273
Second Level	On Call Director (877) 274-3606					
Third Level	On Call Sr. Director Ben Cole / Jeash Velayudhan (877) 349-3575					
Fourth Level	Senior 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>