



Service Assurance & Activations Escalation Matrix

Escalation numbers listed below ring both office phones and cell phones

Enterprise and Wholesale Repair				
First Level	<p align="center">Technician</p> <p align="center">National Services (877) 453-8353 Opt 1 <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 align="center">Local ILEC Services</p> <table border="0"> <tr> <td>Electrical / Optical / DWDM (888) 678-8080 Opt 1, 2 AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY</td> <td>Local Ethernet / ATM / Frame (800) 229-6751 Opt 1, 1, 2</td> <td>Electrical / Optical / DWDM (888) 862-8293 Opt 1, 2</td> <td>Local Ethernet / ATM / Frame (800) 603-8044 Opt 1, 1 All other states</td> </tr> </table>	Electrical / Optical / DWDM (888) 678-8080 Opt 1, 2 AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY	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 AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY	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 All other states	
Second Level	<p align="center">Managers On Duty (staffed on site 24x7)</p> <p align="center">National Data / IP / Infrastructure Services (720) 888-6823 or (720) 888-6888 National Voice Services (720) 888-2492</p>			
	<p align="center">Local ILEC Services (720) 888-5011</p>			
Third Level	<p align="center">Sr. Managers (on call)</p> <p align="center">National Data / IP / Infrastructure (Tom Danser, Keith Fitzgerald, Bill Eidsmoe, Zac Bishop, Sadie McQuerry) (720) 888-7109 or (720) 888-7056</p>			
	<p align="center">National Voice (Rick Yover, Augi Chavez) (720) 888-7239</p>			
	<p align="center">Local ILEC Services (Malcolm Olatunde, Kyle Britt, Terence Bailey) (720) 888-5014</p>			
Fourth Level	<p align="center">Directors (on call)</p> <p align="center">National – Joni Couch, Daniel Wilson, Jennifer LaBounty, Jill Seals (720) 888-7069 or (720) 888-7023</p>			
	<p align="center">Local ILEC Services – Director Drew Jackson (720) 888-5010</p>			
Fifth Level	<p align="center">Vice President Chris Noble (720) 888-6988</p>			



Service Assurance & Activations Escalation Matrix

Escalation numbers listed below ring both office phones and cell phones

	Vyvx	CDN	Managed Enterprise Services (MES) Includes Meraki Support	NMS / Managed Office / SD WAN	Professional Services / Pro NOC
First Level	Technician (800) 888-6771 (720) 888-0429 DL-VyvxTOC@centurylink.com	Technician (877) 612-9015 CDN.Support@centurylink.com	Technician (844) 581-2349 Managed Enterprise with Cisco Meraki Technician (844) 210-8821	Technician (877) 453-8353 Opt 1	Technician Legacy Level3 (877) 453-8353 Opt 1, 2, 4, 4 professionalservices@centurylink.com Legacy CenturyLink (877) 885-9589
Second & Third Level	Manager On Duty (720) 888-7084	Sr. Manager On Call Chris Smith (720) 888-6941	Manager On Duty (720) 888-6502 Sr. Manager On Duty Dan Boutieller, Allen Overton (720) 888-6503	Supervisor On Call (720) 888-5610 Manager On Call Mitch Robinson (720) 888-5608	Supervisor On Call (720) 888-5609 Manager On Call (720) 888-7083
Fourth Level	Director Rick Gibson (720) 888-7085		Director Hank Adams (720) 888-5587	Director Shaun Crayton (720) 888-7131	
Fifth Level	Vice President David Stozki (720) 888-7105				

	Managed Security	Field Tech Services (Billable Remote Hands)	Physical Security	Network Maintenance
First Level	Technician Legacy Level3 (877) 453-8353 Opt 1, 2, 5, 1 Legacy CenturyLink (800) 672-8520 Opt 2	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) 888-8152 Sr. Manager On Call (720) 888-8210	Field Tech Services On Call (720) 888-5746	Supervisor On Duty (720) 888-5511	Manager On Duty (720) 888-6261
Third Level	Director Shane Cox (720) 888-7212	Manager Kelli Saxton (720) 888-7072	Manager On Call (720) 888-2495	Director Brent Bitz (720) 888-5007
Fourth Level	Director Brett Wentworth (720) 888-7213	Director Erin Deardorff (720) 888-7071		



Service Assurance & Activations Escalation Matrix

Escalation numbers listed below ring both office phones and cell phones

	Portal Support	Toll Free	Activations	Local Number Porting
First Level	<p>CenturyLink Portal (MyLevel3): (877) 453-8353, Opt 2, 3 Hours of Operation: 6am – 6pm MST</p> <p>Europe: +44 (0) 1270 727375</p> <p>CenturyLink Portal (Control Center): (877) 726-6875, Opt 1, 3 Hours of Operation: 6am - 6pm MST</p>	<p>Legacy CenturyLink ULD02 (800) 244-1111</p> <p>Legacy CenturyLink LGT01 (800) 860-1020</p> <p>Legacy Level3 (866) 697-5881, Opt 2 Hours of Operation: 6am – 4pm MST</p> <p>After hours or Company Holidays: Technician On Duty: (866) 965-4944</p>	<p>Technician (877) 453-8353 Opt 3 Hours of Operation: Mon to Fri 7am – 7pm MST</p> <p>Lead Technician (720) 888-7521</p>	<p>Technician (800) 861-0262 Opt 1</p> <p>After hours: Technician On Duty: (720) 530-3485</p>
Second Level	<p>Manager On Duty After hours (outage support) (720) 888-6146</p>	<p>Legacy CenturyLink (800) 860-7300, Opt 5</p> <p>Legacy Level3 (720) 888-6084</p>	<p>Manager Romayne Barto (720) 888-7522</p>	<p>Escalation Manager (800) 861-0262 Opt 2</p> <p>Manager On Duty (800) 861-0262 Opt 3</p>
Third Level	<p>Manager Cliff Dailey (720) 888-7076</p>	<p>Manager Pam Cox (720) 888-7075</p> <p>Director Cynthia Delgado Rojas (720) 888-6540</p>	<p>Director Omar Macias (720) 888-7523</p>	<p>Director Cynthia Delgado Rojas (800) 861-0262 Opt 4</p>
Fourth Level	<p>Director Yuri Avila (720) 888-7106</p>	<p>Vice President Jason Bach (720) 888-7082</p>		



Service Assurance & Activations Escalation Matrix

Escalation numbers listed below ring both office phones and cell phones

	Internet, TV, and Phone Repair	Collaboration & Conferencing
First Level	Technician AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY - Internet & TV (800) 247-7285	Technician (888) 447-1101 (720) 888-8499 Opt 1
	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	Manager on Duty (720) 888-6394
	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	Sr. Manager Linda Diadori (720) 888-6508 Sr. Manager Arlene Foster (720) 888-0586
	All Other States - Tony Cloninger, Laura Sommer, or Bert Cain (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	Director Katia Lemieux (720) 888-9455
	All Other States – Marlene Orme-Kozlowski (720) 888-5612	
Fifth Level	Vice President Brian Bond (720) 888-5613	