

Service Assurance & Activations Escalation Matrix

Escalation numbers listed below ring both office phones and cell phones

Enterprise and Wholesale Repair				
First Level	Technician 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>			
	Local ILEC Services <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 AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY </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 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	Managers On Duty (staffed on site 24x7) National Data / IP / Infrastructure Services (720) 888-6823 or (720) 888-6888 National Voice Services (720) 888-2492			
	Local ILEC Services (720) 888-5011			
Third Level	Sr. Managers (on call) National Data / IP / Infrastructure (Tom Danser, Keith Fitzgerald, Bill Eidsmoe, Zac Bishop, Sadie McQuerry, Nathan Miller) (720) 888-7109 or (720) 888-7056			
	National Voice (Rick Yover, Augi Chavez) (720) 888-7239			
	Local ILEC Services (Kyle Britt, Terence Bailey) (720) 888-5014			
Fourth Level	Directors (on call) National – Joni Couch, Daniel Wilson, Jennifer LaBounty, Jill Seals (720) 888-7069 or (720) 888-7023			
	Local ILEC Services – Director Drew Jackson (720) 888-5010			
Fifth Level	Vice President Chris Noble (720) 888-6988			

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	Vyvx	CDN	SD WAN & Managed Enterprise Cisco Meraki (MECM)	NMS & Managed Office	Professional Services / Pro NOC
First Level	Technician (800) 888-6771 (720) 888-0429 DL-VyvxTOC@lumen.com	Technician (877) 612-9015 CDN.Support@lumen.com	SD WAN Technician (877) 453-8353 Opt 1, 2, 4, 2 MECM Technician (844) 210-8821	Technician (877) 453-8353 Opt 1, 2, 4, 1	Technician (877) 453-8353 Opt 1, 2, 4, 4 professionalservices@lumen.com
Second & Third Level	Manager On Duty (720) 888-7084	Sr. Manager On Call Chris Smith (720) 888-6941	Manager On Duty (720) 888-5610 Sr. Manager On Duty (720) 888-5608	Manager On Duty (720) 888-5610 Sr. Manager On Duty (720) 888-5608	Supervisor On Call (720) 888-5609 Manager On Call (720) 888-7083
Fourth Level	Director Rick Gibson (720) 888-7085		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 (877) 453-8353 Opt 1, 2, 5, 1	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 Kyler Demeulmeester (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		

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	Portal Support	Toll Free	Activations	Local Number Porting	Collaboration & Conferencing
First Level	Control Center Portal (877) 726-6875 Opt 1, 3 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 or Company Holidays: Tech On Duty: (866) 965-4944	Technician (877) 453-8353 Opt 3 Hours of Operation: Mon to Fri 7am – 7pm MST Lead Technician (720) 888-7521	Technician (800) 861-0262 Opt 1 After hours: Technician On Duty: (720) 530-3485	Technician (888) 447-1101 (720) 888-8499 Opt 1
Second Level	Manager On Duty After hours (outage support) (720) 888-6146	Manager On Duty (720) 888-6084	Manager Romaine Barto (720) 888-7522	Escalation Manager (800) 861-0262 Opt 2 Manager On Duty (800) 861-0262 Opt 3	Manager On Duty (720) 888-6394
Third Level	Manager Cliff Dailey (720) 888-7076	Manager Pam Cox (720) 888-7075 Director Cynthia Delgado Rojas (720) 888-6540	Director Omar Macias (720) 888-7523	Director Cynthia Delgado Rojas (800) 861-0262 Opt 4	Sr. Manager Linda Diadori (720) 888-6508 Sr. Manager Arlene Foster (720) 888-0586
Fourth Level	Director Yuri Avila (720) 888-7106	Vice President Jason Bach (720) 888-7082			Director Katia Lemieux (720) 888-9455



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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) 247-7285
	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, 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
	All Other States – Marlene Orme-Kozlowski (720) 888-5612
Fifth Level	Brian Bond (720) 888-5613