

Service Assurance Escalation Matrix

Escalation numbers listed below ring both office phones and cell phones

	Enterprise Repair			
Level 1	Technician			
	Legacy LVL 877-4Level3, Opt 1, 2 (877-4538353) Opt 1, 2 <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>			
	Legacy CTL - National Services 800.524.5249			
	Legacy CTL - Local ILEC Services			
	Electrical / Optical / DWDM	Local Ethernet / ATM / Frame	Electrical / Optical / DWDM	Local Ethernet / ATM /Frame
	888-678-8080 Option 1,2	800 229 6751 Option 1,1,2	888-862-8293 Option 1, 2	800-603-8044 Option 1,1
	AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY		All other States	
Level 2	Managers On Duty (staffed on site 24x7)			
	Legacy LVL – Data / IP / Infrastructure Services (720) 888-6823 or (720) 888-6888			
	Legacy LVL - Voice Services (720) 888-2492			
	Legacy CTL - National Services (720) 888-5003			
	Legacy CTL - Local ILEC Services (720) 888-5011			
	Third Level Managers (on call)			
	National Data / IP / Infrastructure (Keith Fitzgerald, Bill Eidsmoe, Stacy Santillan, Sadie McQuerry, Bobby Lister, Jill Seals, Dave Mueller) (720) 888-7109 or (720) 888-7056			
	National Voice (Tom Danser, Rick Yover, Augi Chavez) (720) 888-7007 or (720) 888-7239			
	Local ILEC Services (Jason Knight, Andrew Jackson, Malcolm Olatunde, Diane Wagner) (720) 888-5014			
Level 4	Directors (on call)			
	National – Joni Couch, Daniel Wilson, Jennifer LaBounty, Ozzie Larsen (720) 888-7069 or (720) 888-7023			
	Local ILEC Services – Nathan Pollmann (720) 888-5010			
	Vice President Chris Noble (720) 888-6988			