

National Voice/Local DSL Escalation List



Level 1 - Technician	CRIS DSL Repair (Former Qwest DSL Repair) 800-223-7881
	Ensemble DSL Repair (Former CTL DSL Repair) 888-883-1484
	Wholesale Voice – National/CLEC 888-883-1484
Level 2 - Duty Phone	CRIS DSL Repair (Former Qwest DSL Repair) 208-914-3605
	Ensemble DSL Repair (Former CTL DSL Repair) 855-828-1724
	Wholesale Voice – National/CLEC 855-828-1724
Level 3 - Manager	CRIS DSL Repair (Former Qwest DSL Repair) Lisa Ledlin 208-866-8728
	Ensemble DSL Repair (Former CTL DSL Repair) Tony Cloninger/Laura Sommer - 360-905-5807
	Wholesale Voice – National/CLEC Tony Cloninger/Laura Sommer - 360-905-5807
Level 4 - Director	CRIS DSL Repair (Former Qwest DSL Repair) Patrick O'Grady 321-279-1253
	Ensemble DSL Repair (Former CTL DSL Repair) Marlene Orme-Kozlowski 352-355-8909
	Wholesale Voice – National/CLEC Marlene Orme-Kozlowski 352-355-8909
Level 5 - Vice President	Mark Welch 214-218-0037