|  |  |  |
| --- | --- | --- |
|    **Repair Contacts**  | **Mass Market Repair Center**  | **Enterprise Repair Center**  **DS1/DS3 Products**  |
|  **POTS Lines**   | **DS0 2- Wire Non-Loaded and Analog Loops**   |
| Initial Trouble Report  | 800-223-7881  VRU Option 1 then continue to follow the VRU menu.   | 800-223-7881  VRU Option 4 then continue to follow the VRU menu. or Utilize Electronic Bonding which is the preferred & most effective method.  | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM  [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/)  |
| Status: Status gives information on the progress of the ticket submitted.    | 800-223-7881  VRU Option 1 then continue to follow the VRU menu.   | 800-223-7881  VRU Option 4 then continue to follow the VRU menu. or Utilize Electronic Bonding which is the preferred & most effective method.  | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM  [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/)  |
| **For all Levels of Escalation please include the following:** * **Contact Name and Number**
* **Level of Escalation**
* **Ticket Number and appropriate information**

 **Note: Escalation steps need to be followed in Level order.**  |
| **Escalations: Level I**  Level one escalation will be directed to and handled by a center technician.  | 800-223-7881  VRU Option 1 then continue to follow the VRU menu.    | 800-223-7881  VRU Option 4 then continue to follow the VRU menu. or Utilize Electronic Bonding which is the preferred & most effective method.  | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM  [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/)  |
| **Escalations: Level II**  Level two escalations will be directed to a center technician and will be referred to the appropriate Line/Center Supervisor if requested.  | 800-223-7881  VRU Option 1 then continue to follow the VRU menu.    | 800-223-7881  VRU Option 4 then continue to follow the VRU menu. or Utilize Electronic Bonding which is the preferred & most effective method.  | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM  [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/)  |
| **Escalations: Level III**  Level three escalations will be directed to a center technician and will be referred to the appropriate Line/Center Manager if requested.   | 800-223-7881  VRU Option 1 then continue to follow the VRU menu.   | 800-223-7881  VRU Option 4 then continue to follow the VRU menu. or Utilize Electronic Bonding which is the preferred & most effective method.  | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM  [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/)  |
| **Escalations: Level IV**  Level four escalations should be directed to a center technician and will be referred to the appropriate Line/Center Director if requested.   | 800-223-7881  VRU Option 1 then continue to follow the VRU menu.    | 800-223-7881  VRU Option 4 then continue to follow the VRU menu. or Utilize Electronic Bonding which is the preferred & most effective method.   | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM  [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/)   |
| **Escalations: Level V** Level five escalations should be directed to a center technician and will be referred to the appropriate Line/Center Vice President if requested.    | 800-223-7881  VRU Option 1 then continue to follow the VRU menu.    | 800-223-7881  VRU Option 4 then continue to follow the VRU menu. or Utilize Electronic Bonding which is the preferred & most effective method.   | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM  [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/)  |
|   |   |   |   |
| **REPAIR NUMBER**  |   |   | **Information to Provide**  |
| Initial Trouble Report  | 911 TRUNKS  | 800-357-0911  | Circuit ID or 2/6 code  |
|   |   Telecommunications Service Priority (TSP)  |   800-223-7881  | Telephone Number (Non-Designed), Circuit ID or 2/6 Code (Designed) Telecommunications Service Priority (TSP) Code  |