

G.3.4.2 CALNET Customer Escalation List

SERVICE ASSURANCE

Trouble and Repair for all Categories (except Contact Center)

Escalation Level	Name	Title	Contact Information
1st Level	Technician	Technician on Duty	877-453-8353 Option 1
<i>If you have an open ticket, please use Option 1, 1 and type in your ticket number to get routed directly to a technician</i>			
2nd Level	Manager National Data / IP / Infrastructure Services	Manager on Duty	720-888-6823 or 720-888-6888
	Manager National Voice Services	Manager on Duty	720-888-2492
3rd Level	Senior Managers National Data / IP / Infrastructure Services	Senior Managers (on call)	720-888-7109 or 720-888-7056
	Keith Fitzgerald	Sr Manager	keith.fitzgerald@lumen.com
	Nathan Miller	Sr Manager	nathan.miller@lumen.com
	David Squires	Sr Manager	david.w.w.squires@lumen.com
	Alex Gao	Sr Manager	yu.gao@lumen.com
	Senior Managers National Voice Services	Senior Managers (on call)	720-888-7239
	Rick Yover	Sr Manager	rick.yover@lumen.com
4th Level	Directors	Directors (on call)	720-888-7069 or 720-888-7023
	Joni Couch	Director	joni.couch@lumen.com
	Jill Seals	Director	jill.seals@lumen.com
	Zac Bishop	Director	zachary.bishop@lumen.com
5th Level	Jennifer LaBounty	Vice President	720-888-6988 jennifer.labounty@lumen.com

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SERVICE ASSURANCE – Contact Center
Trouble and Repair for Categories 27 & 28

Escalation Level	Name	Title	Contact Information
1 st Level	Technician	CCO Technician	877-726-6875, Options 2, 2
2 nd Level	Lead Technician	CCO Lead Technician	877-726-6875, Options 2, 2 (refer to Tier 3 if needed)
3 rd Level	Joe Silva	CCO Operations Manager	720-567-7011 joseph.silva@lumen.com
4 th Level	Gino Roa	CCO Senior Operations Manager	669-900-8089 gino.roa@lumen.com
5 th Level	Rick Yover	Sr Manager	720-888-7239 rick.yover@lumen.com

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Trouble Ticket Escalation:

Lumen employs a comprehensive escalation policy for addressing customer troubles, service interruption, network events, and other service incidents. To ensure that customer service levels and support are maintained, customers and employees should follow the current policy and adhere to our escalation process.

Escalations are used when additional resources are required to diagnose a problem or gain movement from other departments or vendors. Escalations are not denied by the Repair team.

Customers should escalate at intervals that reflect the urgency of the outage, while still allowing each escalation level an opportunity to pursue a timely resolution. Starting at Escalation Level 1 (Repair technician) ensures a consistent and structured process that enables accurate information to be relayed in the timeliest manner to the most appropriate personnel.

Customers should contact the Repair teams directly — please use the Escalation Matrix above. Bypassing the Repair team may cause delays and miscommunication.

**Service Management should be engaged if the repair process is failing or the impact is critical to business operations. The customer should escalate through service management, when necessary, in the same manner as stated above.*

SERVICE MANAGEMENT:

1st Level: Bobby Cox – Sr. Operations Service Manager
Office: [564-999-5522](tel:564-999-5522)
E-mail: bobby.cox@lumen.com

2nd Level Steve Cosslett – Sr. Manager, Operations Service Management
Office: [303-992-3094](tel:303-992-3094)
E-mail: steve.cosslett@lumen.com

3rd Level Todd Thompson – Sr. Director, Customer Success
Office: [571-730-6415](tel:571-730-6415)
E-mail: todd.thompson15@lumen.com

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SALES:

1st Level	Kim Perez – Account Director Office: 310-356-8647 E-mail: kimberly.perez@lumen.com
2nd Level	Andy Lerma – Director of Sales Office: 218-784-6009 E-mail: andy.lerma@lumen.com
3rd Level	Dan Fields – Sr. Director Office: 949-966-2388 E-mail: dan.fields@lumen.com

POST-SALES SUPPORT:

1st Level	Cory Mitchell – Customer Engagement Advocate Office: 918-547-0778 E-mail: cory.mitchell@lumen.com
2nd Level	Susan Porter – Manager, Customer Engagement Office: 720-779-8456 E-mail: susie.porter@lumen.com
3rd Level	Courtland Robinson – Director Customer Engagement Office: 407-753-2717 E-mail: courtland.robinson@lumen.com

Sales and Support Escalation:

Customers should escalate at intervals that reflect the urgency of the issue.