

G.3.4.2 CALNET Customer Escalation List

SERVICE ASSURANCE

Trouble and Repair for all Categories (except conferencing and 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
	Tom Danser	Sr Manager	tom.danser@lumen.com
	Keith Fitzgerald	Sr Manager	keith.fitzgerald@lumen.com
	Bill Eidsmoe	Sr Manager	bill.eidsmoe@lumen.com
	Zac Bishop	Sr Manager	zachary.bishop@lumen.com
	Sadie McQuerry	Sr Manager	sadie.mcquerry@lumen.com
	Senior Managers National Voice Services	Senior Managers (on call)	720-888-7239
	Rick Yover	Sr Manager	rick.yover@lumen.com
	Augi Chavez	Sr Manager	augi.chavez@lumen.com
	4th Level	Directors	Directors (on call)
Joni Couch		Director	joni.couch@lumen.com
Daniel Wilson		Director	daniel.wilson@lumen.com
Jennifer LaBounty		Director	jennifer.labounty@lumen.com
Jill Seals		Director	jill.seals@lumen.com
5th Level	Chris Noble	Vice President	720-888-6988 chris.noble@lumen.com

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SERVICE ASSURANCE – CONFERENCING

Trouble and Repair for Category 16 (conferencing only)

Escalation Level	Name	Title	Contact Information
1 st Level	Technician	Technician on Duty	888-447-1101 or 720-888-8499 Option 1
2 nd Level	Manager	Manager on Duty	720-888-6394
3 rd Level	Linda Diadori	Senior Managers (on call)	720-888-6508 linda.diadori@lumen.com
	Arlene Foster	Senior Managers (on call)	720-888-0586 arlene.foster@lumen.com
4 th Level	Katia Lemieux	Director	720-888-9455 katia.lemieux@lumen.com
5 th Level	Chris Noble	Vice President	720-888-6988 chris.noble@lumen.com

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	Katia Lemieux	Director	720-888-9455 katia.lemieux@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: Dan Phillips – Sr. Operations Service Manager
Office: [916-894-0792](tel:916-894-0792)
E-mail: dan.phillips@lumen.com

2nd Level John Saiz – Manager, Operations Service Management
Office: [480-768-4231](tel:480-768-4231)
E-mail: john.saiz@lumen.com

3rd Level Dave Mueller – Sr. Manager, Operations Service Management
Office: [720-888-2634](tel:720-888-2634)
E-mail: dave.mueller@lumen.com

G.3.4.2 CALNET Customer Escalation List

SALES:

1st Level	Scott Bickel – Account Manager Office: 213-996-5520 E-mail: scott.bickel@lumen.com
2nd Level	Adam Petrovsky – Director of Sales Office: 714-716-8042 E-mail: adam.petrovsky@lumen.com
3rd Level	Chrisha Elmer – Sr. Director of Sales Office: 602-563-3408 E-mail: chrisha.elmer@lumen.com

POST-SALES SUPPORT:

1st Level	Caroline Bussell – Client Support Manager Office: 317-697-4499 E-mail: caroline.bussell@lumen.com
2nd Level	Pam Hair – Manager, Base Management Office: 206-806-7089 E-mail: pam.hair@lumen.com
3rd Level	Sangeeta Jukar – Director Base Management Office: 303-882-4457 E-mail: sangeeta.jukar@lumen.com

Sales and Support Escalation:

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