

Federal Government Repair & Activations Escalation Matrix

Escalation numbers listed below ring both office and cell phones



Escalation	Strategic Government TAC (StratGov TAC)		
Level 1	Lead Technician	Technician on Duty	833-347-2020, opt 2
Level 2	Manager on Duty	Manager On Duty	720-888-1479
Level 3	Senior Manager	Les Duckett	720-888-6716
Level 4 & 5	Senior Director	Eric Peterson	720-888-6574

Escalation	Government Services Division (GSD NOC)		
Level 1	Lead Technician	Technician on Duty	800-998-7556
Level 2	Manager	Manager On Duty	720-888-1478
Level 3	Senior Manager	Joe De Cordoba	720-888-6707
Level 4 & 5	Senior Director	Eric Peterson	720-888-6574

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	Managed Services (Formerly TMNS)	Professional Services / Pro NOC	Unified Communications & Contact Center
First Level	Technician (844) 581-2349	Technician (877) 885-9589 + PIN (720) 956-7766 + PIN professionalservices@lumen.com	Technician (888) 447-1101 (720) 888-8499 Opt 1
Second & Third Level	Lead Technician (844) 581-2349 Manager On Duty (720) 888-6502	Supervisor On Call (720) 888-5609 Manager On Call (720) 888-7083	Manager on Duty (720) 888-6394
Fourth Level	Director Bill Eidsmoe (720) 888-6598		Sr. Manager Linda Diadori (720) 888-6508
Fifth Level	Vice President Mari Carr 720-888-6531		Sr. Manager Arlene Foster (720) 888-0586

	DDOS/Firewall	Field Tech Services (Billable Remote Hands)	Physical Security	Network Maintenance
First Level	Technician (888) 329-0668 Opt 1	Technician (877) 453-8353 Opt 1, 2, 3	Facility Access Team (866) 788-9888 Opt. 2 Normal Business Hours	Change Management Coordinator (855) CHG-MGMT (855) 244-6468
Second Level	Manager On Duty (720) 888-6538	Manager Hunter Fischer (720) 888-7072	Physical Security Operations Center (PSOC) (866) 788-9888 Opt. 1 After Hours	Manager On Duty (720) 888-6261
Third Level	Director Daniel Gurule (720) 888-1477		Manager On Call Mark Rice (720) 888-2572	Director Brent Bitz (720) 888-5007
Fourth Level	Sr. Director Eric Peterson (720) 888-6574	Sr. Manager Doug Secrest (720) 888-7071	Sr. Manager John Pierson (720) 888-2573	
Fifth Level		Sr. Director Tim Vanni (720) 888-1472	Director John Cunningham (720) 888-6262	

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	Lumen Connect Portal Support	Toll Free	Local Number Porting (LNP)	New Install – Plug and Play Customer Activation Support
First Level	<p>Lumen Connect Portal (877) 453-8353 Opt 5</p> <p>Hours of Operation: 6am - 6pm MST</p> <p>lumen.connect@lumen.com</p>	<p>Resp Org ULD02 (800) 244-1111</p> <p>Resp Org LGT01 (800) 860-1020</p> <p>All other Resp Orgs (866) 697-5881 Opt 2</p> <p>Hours of Operation: 6am – 4pm MST</p> <p>After hours or Company Holidays: Tech On Duty: (866) 965-4944</p>	<p>Technician (800) 861-0262 Opt 1</p> <p>After hours: Technician On Duty: (720) 888-6562</p>	<p>Technical Support (877) 453-8353, Opt 3</p> <p>Plug and Play Support – Customer Activation Support Team – Post Install</p> <p>Activation Support for New Installs</p> <p>Mon to Fri 6am – 8pm Mountain</p>
Second Level	<p>Lead After Hour Support (outage support) (720) 888-6146</p>	<p>Manager On Duty (800) 861-0262 Opt 2, 2</p>	<p>Manager On Duty (800) 861-0262 Opt 1, 2</p>	<p>Lead Technicians Email: CSTSupportRequest@lumen.com</p> <p>Jasmin Lebron (Tech Lead) (918) 547-4996 M-F 7am – 4pm MST</p> <p>Justin McClain (Tech Lead) (602) 357-7230 Tue-Sat 12pm – 9pm MST</p> <p>Charles Jolley (614) 974-2619 M-F 5pm – 1am MST</p> <p>Manager on Duty for Afterhours/Weekend: (855) 572-4322</p>
Third Level	<p>Manager Michelle Walden (720) 888-2473</p>	<p>Sr. Manager Corey Curtis (800) 861-0262 Opt 2, 3</p>	<p>Sr. Manager Corey Curtis (800) 861-0262 Opt 1, 3</p>	<p>Manager Romaine Barto (720) 888-4715</p>
Fourth Level	<p>Sr. Director Julie Hollenbeck (720) 888-2570</p>	<p>Director Cynthia Delgado Rojas (720) 888-6540</p>		<p>Director Cynthia Delgado Rojas (720) 888-6540</p>
Fifth Level		<p>VP Access Delivery Brian Henderson (720) 888-7524</p>		