

# Federal Government Repair & Activations Escalation Matrix

*Escalation numbers listed below ring both office and cell phones*

**LUMEN®**

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 <a href="mailto:professionalservices@lumen.com">professionalservices@lumen.com</a>	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 <b>Bill Eidsmoe</b> (720) 888-6598	Sr. Manager <b>Linda Diadoni</b> (720) 888-6508
Fifth Level		Vice President <b>Mari Carr</b> 720-888-6531	Sr. Manager <b>Arlene Foster</b> (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 <b>Hunter Fischer</b> (720) 888-7072	Physical Security Operations Center <b>(PSOC)</b> (866) 788-9888 Opt. 1 After Hours	Manager On Duty (720) 888-6261
Third Level	Director <b>Daniel Gurule</b> (720) 888-1477		Manager On Call <b>Mark Rice</b> (720) 888-2572	Director <b>Brent Bitz</b> (720) 888-5007
Fourth Level	Sr. Director <b>Eric Peterson</b> (720) 888-6574	Sr. Manager <b>Doug Secrest</b> (720) 888-7071	Sr. Manager <b>John Pierson</b> (720) 888-2573	
Fifth Level		Sr. Director <b>Tim Vanni</b> (720) 888-1472	Director <b>John Cunningham</b> (720) 888-6262	Vice President <b>Dan Wilson</b> (720) 888-6565

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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><b>Lumen Connect Portal</b> (877) 453-8353 Opt 5</p> <p><b>Hours of Operation:</b> 6am - 6pm MST</p> <p><a href="mailto:lumen.connect@lumen.com">lumen.connect@lumen.com</a></p>	<p><b>Resp Org ULD02</b> (800) 244-1111</p> <p><b>Resp Org LGT01</b> (800) 860-1020</p> <p><b>All other Resp Orgs</b> (866) 697-5881 Opt 2</p> <p><b>Hours of Operation:</b> 6am – 4pm MST</p> <p><b>After hours or Company Holidays:</b> Tech On Duty: (866) 965-4944</p>	<p><b>Technician</b> (800) 861-0262 Opt 1</p> <p><b>After hours:</b> Technician On Duty: (720) 888-6562</p>	<p><b>Technical Support</b> (877) 453-8353, Opt 3</p> <p>Plug and Play Support – Customer Activation</p> <p>Support Team – Post Install Activation Support for New Installs</p> <p>Mon to Fri 6am – 8pm Mountain</p>
Second Level	<p><b>Lead</b> <b>After Hour Support (outage support)</b> (720) 888-6146</p>	<p><b>Manager On Duty</b> (800) 861-0262 Opt 2, 2</p>	<p><b>Manager On Duty</b> (800) 861-0262 Opt 1, 2</p>	<p><b>Lead Technicians</b> <b>Email:</b> <a href="mailto:CSTSupportRequest@lumen.com">CSTSupportRequest@lumen.com</a></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><b>Manager on Duty for Afterhours/Weekend:</b> (855) 572-4322</p>
Third Level	<p><b>Manager</b> Michelle Walden (720) 888-2473</p>	<p><b>Sr. Manager</b> Corey Curtis (800) 861-0262 Opt 2, 3</p>	<p><b>Sr. Manager</b> Corey Curtis (800) 861-0262 Opt 1, 3</p>	<p><b>Manager</b> Romayne Barto (720) 888-4715</p>
Fourth Level	<p><b>Sr. Director</b> Julie Hollenbeck (720) 888-2570</p>	<p><b>Director</b> Cynthia Delgado Rojas (720) 888-6540</p>		<p><b>Director</b> Cynthia Delgado Rojas (720) 888-6540</p>
Fifth Level		<p><b>VP Access Delivery</b> Brian Henderson (720) 888-7524</p>		