

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

Escalation	<b>Strategic Government TAC (StratGov TAC)</b>		
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	Vice President	Eric Peterson	720-888-6574

Escalation	<b>Government Services Division (GSD NOC)</b>		
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	Vice President	Eric Peterson	720-888-6574

# Federal Government Repair & Activations Escalation Matrix



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

	DDOS/Firewall	Field Tech Services (Billable Remote Hands)	Physical Security	Network Maintenance
First Level	<b>Technician</b> (888) 329-0668 Opt 1	<b>Technician</b> (877) 453-8353 Opt 1, 2, 3	<b>Facility Access Team</b> (866) 788-9888 Opt. 2 Normal Business Hours	<b>Change Management Coordinator</b> (855) CHG-MGMT (855) 244-6468
Second Level	<b>Manager On Duty</b> (720) 888-6538	<b>Manager</b> <b>Hunter Fischer</b> (720) 888-7072	<b>Physical Security Operations Center (PSOC)</b> (866) 788-9888 Opt. 1 After Hours	<b>Manager On Duty</b> (720) 888-6261
Third Level	<b>Director</b> <b>Daniel Gurule</b> (720) 888-1477		<b>Manager On Call</b> <b>Mark Rice</b> (720) 888-2572	<b>Director</b> <b>Brent Bitz</b> (720) 888-5007
Fourth Level	<b>Vice President</b> <b>Eric Peterson</b> (720) 888-6574	<b>Sr. Manager</b> <b>Doug Secrest</b> (720) 888-7071	<b>Sr. Manager</b> <b>John Pierson</b> (720) 888-2573	
Fifth Level		<b>Sr. Director</b> <b>Tim Vanni</b> (720) 888-1472	<b>Director</b> <b>John Cunningham</b> (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><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>On-Demand Activations Support</b> <b>Click-to-Chat</b></p> <p><b>Lumen Connect</b> &amp; click the Chat bubble <b>24x7</b></p> <p>(877) 453-8353 Opt 3 Mon-Fri 6am-7pm MT (non-holiday)</p>
Second Level	<p><b>Lead 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> via Email: <a href="mailto:CustomerActivationsTechnicalSupportEscalations@lumen.com">CustomerActivationsTechnicalSupportEscalations@lumen.com</a></p> <p>(877) 453-8353 Opt 3 Mon-Fri, 6am-7pm MT</p> <p><b>Manager on Duty Afterhours/Weekends:</b> (855) 572-4322</p>
Third Level	<p><b>Manager Michelle Walden</b> (720) 888-2473</p>	<p><b>Sr. Manager Corey Curtis</b> (800) 861-0262 Opt 2, 3</p>	<p><b>Sr. Manager Corey Curtis</b> (800) 861-0262 Opt 1, 3</p>	<p><b>Manager Romayne Barto</b> (720) 888-4715</p>
Fourth Level	<p><b>Sr. Director Julie Hollenbeck</b> (720) 888-2570</p>	<p><b>Director Cynthia Delgado Rojas</b> (720) 888-6540</p>		<p><b>Director Cynthia Delgado Rojas</b> (720) 888-6540</p>
Fifth Level		<p><b>VP Access Delivery Brian Henderson</b> (720) 888-7524</p>		