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	Richard Bagby	720-888-6716
Level 4 & 5	Vice President	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	Vice President	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** **Brian Henderson** 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	**Vice President** **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	**Vice President** **Dan Wilson** (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	**Lumen Connect Portal** (877) 453-8353 Opt 5 **Hours of Operation: 6am - 6pm MST** lumen.connect@lumen.com	**Resp Org ULD02** (800) 244-1111 **Resp Org LGT01** (800) 860-1020 **All other Resp Orgs** (866) 697-5881 Opt 2 **Hours of Operation: 6am – 4pm MST** **After hours or Company Holidays:** Tech On Duty: (866) 965-4944	**Technician** (800) 861-0262 Opt 1 **After hours:** Technician On Duty: (720) 888-6562	**On-Demand Activations Support Click-to-Chat** Lumen Connect & click the Chat bubble **24x7** (877) 453-8353 Opt 3
Second Level	**Lead After Hour Support (outage support)** (720) 888-6146	**Manager On Duty** (800) 861-0262 Opt 2, 2	**Manager On Duty** (800) 861-0262 Opt 1, 2	**Lead Technicians** via Email: ActivationLeadsEscalationSupport@lumen.com (877) 453-8353 Opt 3
Third Level	**Manager Michelle Walden** (720) 888-2473	**Sr. Manager Corey Curtis** (800) 861-0262 Opt 2, 3	**Sr. Manager Corey Curtis** (800) 861-0262 Opt 1, 3	**Activation Manager** via Email: ActivationManagersEscalationSupport@lumen.com (Romayne Barto, Darren Cruwys, Mark Reynolds, Kris Rowley, George Barajas) (855) 572-4322
Fourth Level	**Sr. Director Julie Hollenbeck** (720) 888-2570	**Director Cynthia Delgado Rojas** (720) 888-6540		**Sr. Director Alex Talavera** via Email: ActivationDirectorEscalation@Lumen.com (720) 888-6745
Fifth Level		**VP Access Delivery Brian Henderson** (720) 888-7524		**Vice President Brendan Graham** (720) 888-6746

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