

Service Assurance Escalation Matrix

Voice

Collaboration

Level 1 -2	Technician 877-4Level3, Opt 2, 4	Technician (303) 223-8480
Level 3	Sr. Manager Latasha Robinson o. (404) 526-4502 c. (214) 450-3582 Sr. Manager Tom Danser o. (720) 888-3279 c. (303) 669-8563	Manager Joey Smith o. (303) 223-8489 c. (303) 518-0563
Level 4	VP Jorge Magana o. (404) 526-4428 c. (404) 384-1576	Sr. Director Marlene Orme-Kozlowski o. (720) 888-8166 c. (585) 781-4088
	VP Jorge Magana o. (404) 526-4428 c. (404) 384-1576	

Service Assurance Escalation Matrix

Transport/Infrastructure/Colo

IP/MPLS

Level 1 - 2	Technician 877-4Level3, Opt 2, 1	Technician 877-4Level3 Opt 2, Opt 3
Level 3	Sr. Manager Maria Montoya o. (720) 888-7030 c. (303) 919-5042 Sr. Manager Kurt Hannah o. (918) 547-0415 c. (918) 261-3416	Sr. Manager Sean Harpster o. (720) 888-7464 c. (970) 222-8819 Sr. Manager John Yeager o. (404) 526-4685 c. (404) 831-8268
Level 4	Sr. Director Mike Horton o. (720) 888-0967 c. (267) 222-2169	Sr. Director Rabih Nahas o. (720) 888-3315 c. (720) 427-2819
Level 5	Sr. Director Mike Horton o. (720) 888-0967 c. (267) 222-2169	VP John Treece o. (404) 526-6562 c. (404) 805-3046

Service Assurance Escalation Matrix

Professional Services
Managed Services

Level 1	Technician 877-4Level3, Opt 2, 5 e. professionalservices@level3.com	Technician 877-4Level3, Opt 2, 2
Level 2	Sr. Technician 877-4Level3, Opt 2, 5 e. professionalservices@level3.com	Manager Eric Danner o. (720) 888-4981 c. (970) 404-1114 Manager Karl Boyd o. (602) 357-6114 c. (602) 710-3960 Manager Kevin Otero o. (720) 888-2589 c. (720) 530-9490
Level 3	Sr. Manager Shaun Crayton o. (720) 888-2006 c. (720) 891-0708	Sr. Manager Michael Leightner o. (602) 357-6424 c. (602) 708-6862
Level 4	Sr. Manager Shaun Crayton o. (720) 888-2006 c. (720) 891-0708	
Level 5	VP David Stozki o. (720) 888-0201 c. (347) 834-2740	

Service Assurance Escalation Matrix

Change Management

Level 1-2	<p>Monday-Friday 6am — 5pm MST Change Management Tier 1 855-CHG-MGMT option 1 Maint Advisory@level3.com</p> <p>Weekdays after 5pm & Weekends Change Management Coordinator 855-CHG-MGMT option 2 dl-ChgMgtCoordinator@level3.com</p>
Level 3	<p style="text-align: center;">Manager Elisia Van Scoter o. (404) 526-4463 c. (770) 546-8112</p>
Level 4	<p style="text-align: center;">Director Dan Wilson o. (720) 888-2298 c. (720) 987-8566</p>

Service Assurance Escalation Matrix

Vyvx
CDN

Level 1	Technician 800-888-6771 (720) 888-0429 DL-VyvxTOC@Level3.com	Technician 877-612-9015 CDN.Support@Level3.com
Level 2	Manager Chad Fleming o. (918) 547-9466 c. (918) 850-2423	Manager Sonio Proserpi o. (720) 888-3299 c. (720) 352-3470
Level 3	Sr. Manager Eric Miller o. (918) 547-9306 c. (918) 230-6935	Director Scott Gentry o. (720) 888-3276 c. (303) 588-3813
Level 4	Sr. Director Rick Gibson o. (918) 547-8378 c. (918) 230-8006	
Level 5	VP David Stozki o. (720) 888-0201 c. (347) 834-2740	

Service Assurance Escalation Matrix

LNP

Portal

Toll Free

Level 1	<p>Level 3 Port In: (866) 697-5881, Opt 1,1 LNPHelpDesk@Level3.com Hours of Operation: 6 am – 6pm MST After hours: 720-530-3485</p> <p>Level 3 Projects: (866) 697-5881, Opt 3 LNPProjects@Level3.com Hours of Operation: 6 am – 6 pm MST After hours: 720-530-3485</p> <p>Port Out: L3POEscalations@Level3.com</p>	<p>Agent North America: Phone: 877-853-8353, Option 2 or submit ticket through the MyLevel3 Portal under the Support & Maintenance tab> Portal Support ticketing. Hours of Operation: 6am – 6pm MST</p> <p>Out Side North America: 720-888-0030 portalaccess@level3.com</p>	<p>Toll Free Translations (866) 697-5881, Opt 2 Hours of Operation: 6am – 4pm MST</p> <p>Former Global Crossing TF: (855) 453-8353</p> <p>After hours or Company Holidays: Technician On Duty: (866) 965-4944</p>
Level 2	<p>Carrier Escalations Manager Angel Acosta o. 720-888-7957 c. 720-301-2377</p>	<p>Lead Agent Donna Hamilton o. (720) 888-5992</p> <p>After hours (outage only) support: 720-256-4353</p>	<p>Sr. Provisioner Marty Mitchell o. (248)-359-7146 c. (810) 923-9677</p>
Level 3	<p>Sr. Manager George Barajas o. (720) 888-0973 c. (303) 908-4326</p>	<p>Manager Avis Ginton o. (720) 888-5867 c. (720) 841-5862</p>	<p>Sr. Manager Monica O’Neill o. (847) 954-8332 c. (877) 801-6409</p>
Level 4	<p>Sr. Director Jason Bach o. (720) 888-2821 c. (720) 272-8698</p>		
Level 5	<p>VP Kurt Bingham o. (720) 888-1498 c. (303) 803-8985</p>		