Commercial Customers – Service Repair & Escalation Guideline

Created By:
Business Operations
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Hours of Operation: 24/7/365

Contact Information:

800-921-8104
For Business Lines & DSL
- For Home – Option 1
- For Business – Option 2

877-626-7220 or hsi.eticketing@ftr.com
- For RLAN

1-888-637-9620
Ethernet & Managed Router
- Status & Testing – Option 1
- Open New Ticket – Option 2
- Disaster Recovery – Option 3

SONET Transport, TDM Testing (DS0, DS1, DS3, up to OC192) and CLEC Maintenance
- Open New Ticket – Option 1
- Status – Option 2
- Test Assist – Option 3
- Escalations – Option 4

1-877-245-3511
National 911 Customer Care Center /PSAP's

1-855-438-7273
Customer Premise Equipment (CPE)
- Testing – Option 1

Escalation Procedures During Business Hours

Call with trouble ticket number
- Service Manager Terri Lytle 860 947-7110 (w) 860 595-9849 (c)
- Service Consultant Meg Fitzpatrick 877 433-3806 ext. 9706
- Manager Linda Stefanski 860 947-7225
- General Account Team Customer Service 800 842-8297

CNOC Test General Functions:

Remote diagnostic testing, troubleshooting, and restoral for the following:
- SONET Transport Testing
- TDM Testing (DS0, DS1 & DS3, up to OC192)
- Ethernet / TLS
- Managed Router
- CPE
- Cyber Center Surveillance
- National 911 Customer Care Center /PSAP's
- Technical assistance for Regional Field Technicians
- Customer facing on ticketing through to resolution
- Escalation

CNOC Repair Call Receipt General Functions:

Answer incoming customer calls with request for ticket entry, status, and escalations on all Hi Cap and Ethernet Products. They will interface with Frontier's external and internal (Dispatch & Field Operations) organizations and their management, to ensure forward progress of the trouble ticket.

Executive Contact List

Name	Title	Contact	E – Mail
Kim Czak	VP, Network Operations Center	585-777-7124 Office 585-746-4802 Cell	Kim.Czak@FTR.com
Jeremy Clem	Manager, Commercial NOC South	304-526-0405 Office 304-634-9351 Cell	Jeremy.Clem@FTR.com
Larry Washbon	Manager, Commercial NOC North	585-777-7654 Office 585-233-0813 Cell	Lawrence.Washbon@FTR.com
Tom Turman	Manager, NOC Strategic Support Staff	304-526-0228 Office 304-963-6267 Cell	Thomas.Turman@FTR.com

Escalations

Frontier Communications Repair Services

Escalation calls are to be directed to the Standard Escalation Hotline noted below. The Hotline is monitored 24x7. The Frontier Escalation Representatives are empowered to address and escalate trouble tickets. If necessary, Peer-to-Peer contact is available. Please have the correct level of management utilize the Peer-to-Peer contact list.

Standard Escalation Hotline
Commercial Network Operations Center (CNOC)
Main number to report trouble is 888 637 9620

Contact	Contact Telephone Number	
Escalation Associate	877 902 1100	Option 1
Escalation Supervisor	877 902 1100	Option 2
Escalation Manager	877 902 1100	Option 3
Escalation Manager	877 902 1100	Option 4
Escalation Manager	877 902 1100	Option 5

Peer-to-Peer Chart

1	Escalation Associate	877-902-1100 OPT 1	24X7
2	Escalation Team Leads	877-902-1100 OPT 2	24X7
3	Escalation Manager Gerald Beaver Gerald.Beaver@ftr.com	(o)304-526-0408 (c)304-904-5294	Days
4	Center Manager Jeremy Clem Jeremy.Clem@ftr.com	(o)304-526-0405 (c)304-634-9351	Days
5	VP Network Operations Kim Czak Kim.Czak@ftr.com	(o) 585 777 7124 (c) 585 746 4802	Days