



# Contact and Escalation Lists

## **Carrier Services**

Frontier Communications  
180 S. Clinton Ave.  
Rochester, NY 14646

Updated: 8/2/2010

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### **CHANGE LOG**

<b>Date</b>	<b>Page #</b>	<b>Change</b>
06/29/2010	4 6 7	Added the OSS Help Desk Number and Hours Added the Test and Turn Up Number Added that the Legacy Repair Centers are open 24X7.
7/9/2010	5, 7, 8 15-16	Added Legacy Provisioning and Installation Information Updated Frontier Telephone of Rochester and Ogden Telephone Escalation List and Frontier Telephone of Rochester's Trouble Ticket reporting number for Basic Services.
7/21/2010	All	Reordered the Document by Region and added the Region Name and sub headings to making it easier to find the information. Added Escalation Level 2 Contact Name to the North Central (NC) and Acquired West Virginia ASR Provisioning and Installation list. Corrected Steve Herring's contact number.
8/2/2010	4	New OSS Help Desk Number - NMC: 888-608-8023, Option 2 PSCC (Partner Solutions Care Center)

# Table of Contents

<b>CHANGE LOG</b> .....	<b>2</b>
<b>Acquired West Virginia Lists</b> .....	<b>4</b>
Contacts and Hours of Operations.....	4
Acquired West Virginia Ordering ASR Contact and Escalation List .....	5
Acquired West Virginia Provisioning ASR Contact and Escalation List .....	5
Acquired West Virginia Ordering LSR Contact and Escalation List .....	6
Acquired West Virginia Provisioning LSR Contact and Escalation List .....	7
Acquired West Virginia Frontier Repair Escalation List .....	8
Acquired West Virginia Repair Access Services (including UNE, Platform, Subloops, Unbundled Packet Switching Maintenance).....	8
Acquired West Virginia Repair Local Services (POTS/DSL/Line Share) .....	9
<b>North Central Lists</b> .....	<b>10</b>
<b>Legacy Frontier Contacts</b> .....	<b>11</b>
Legacy Frontier ASR Contacts .....	11
Legacy Frontier LSR Pennsylvania Contacts (Formerly CTSI).....	12
Legacy Frontier and Citizens ILEC Properties Only .....	13
Central Region .....	13
East Region .....	14
South East Region .....	15
West Region.....	16
Midwest Region.....	17
Legacy Frontier – Rochester, NY & Ogden Telephone.....	18
Escalation Procedures: .....	18
Escalation Desk: .....	19
Frontier Legacy, PA - Formerly CTSI .....	20
Repair Center Escalation.....	20
Outside Field Escalation .....	20

# Acquired West Virginia Lists

To view the acquired West Virginia Verizon property provisioning, installation, and repair information online, visit website: <http://www.ncnetwork.net/wholesale/contactus/>. The information below is a subset of the information provided on the “Contact Us” website.

## Contacts and Hours of Operations

Area	Center	Number	Hours of Operation
ASR Chronic Tickets	WV Chronic Manager	304-526-0415	Mark.Browning@FTR.com
ASR Maintenance and Repair for Status or Ticket Entry	Maintenance Control Organization (MCO)	888-637-9620 Option 1	24 Hours 7 Days a week
ASR Ordering	West Virginia OCO	888-637-9623 Option 1	(M-F) 8:00 a.m. – 6:00 p.m. ET
ASR Provisioning and Design	West Virginia OCO	888-637-9623 Option 3, Option 1	(M-F) 8:00 a.m. – 5:00 p.m. ET
ASR Test and Turn Up	West Virginia OCO	888-637-9623 Option 2, Option 1	(M-F) 8:00 a.m. – 5:00 p.m. ET
DSL Provisioning	DSL HSI Business	877-462-1106	(M-F) 9:00 a.m. – 6:00 p.m. ET
DSL Provisioning	DSL HSI Consumer	877-462-1105	(M-F) 9:00 a.m. – 6:00 p.m. ET
LSR Ordering and Concurrence	National Market Center	888-608-8023 Option 1	(M-F) 8:00 a.m. – 8:00 p.m. ET
LSR Provisioning (Coordinate Hot Cuts and Unbundled Service Order Activity)	Regional CLEC Coordination Center (RCCC)	877-503-8261	(M-F) 7:00 a.m. – 7:00 p.m. ET
LSR Repair/Maintenance for POTS/DSL/Line Share	Regional CLEC Maintenance Center (RCMC)	877-503-8260	24 Hours 7 Days a week
LSR UNI Hicap Provisioning	West Virginia OCO	888-637-9623 Option 1	(M-F) 8:00 a.m. – 5:00 p.m. ET
LSR UNI Maintenance Status/Ticket Entry	Maintenance Control Organization (MCO)	888-637-9620	24 Hours 7 Days a week
System Issues	Partner Solutions Care Center (PSCC)	888-608-8023 Option 2, Option 1	(M-F) 8:00 a.m. – 5:00 p.m. ET

## Acquired West Virginia Ordering ASR Contact and Escalation List

Frontier requests 4 hours between escalation levels unless we miss commitment on return call or actions promised.

ASR Contact Information		
Person / Center Name	Title	Contact Info
ASR Provisioning Center	Customer Service Rep	888-637-9623
Escalation List		
Person / Center Name	Title	Contact Info
<b>LEVEL 1</b>		
1st Level Escalation	1st Level SPOC	888-637-9623
<b>LEVEL 2</b>		
Linda Atkins	2nd Level SPOC	888-637-9623
<b>LEVEL 3</b>		
Hannah Alatza	Supervisor	888-637-9623
<b>LEVEL 4</b>		
Dorina Flesher	Manager	888-637-9623
<b>LEVEL 5</b>		
Steve Herrling	Director	732-885-3614

## Acquired West Virginia Provisioning ASR Contact and Escalation List

Frontier requests 4 hours between escalation levels unless we miss commitment on return call or actions promised.

ASR Contact Information		
Person / Center Name	Title	Contact Info
ASR Provisioning Center	Customer Service Rep	888-637-9623
Escalation List		
Person / Center Name	Title	Contact Info
<b>LEVEL 1</b>		
1st Level Escalation	1st Level SPOC	888-637-9623 Option 1, 3
<b>LEVEL 2</b>		
Linda Atkins	2nd Level SPOC	888-637-9623 Option 1, 3
<b>LEVEL 3</b>		
Ron Espino	Supervisor	888-637-9623 Option 1, 3
<b>LEVEL 4</b>		
Linda Sutherland	Manager	888-637-9623 Option 1, 3
<b>LEVEL 5</b>		
Steve Herrling	Director	732-885-3614

## Acquired West Virginia Ordering LSR Contact and Escalation List

Frontier requests 4 hours between escalation levels unless we miss commitment on return call or actions promised.

<b>LSR Contact Information</b>			
<b>Person / Center Name</b>	<b>Title</b>	<b>Contact Info</b>	<b>Contact Info</b>
National Market Center	Customer Service Rep	888-608-8023	
<b>Escalation List</b>			
<b>Person / Center Name</b>	<b>Title</b>	<b>Contact Info</b>	<b>Contact Info</b>
<b>LEVEL 1</b>			
National Market Center	Customer Service Rep	888-608-8023	
<b>LEVEL 2</b>			
Cheryl Kahn	Escalation Supervisor	919-474-3225	(11a - 8p EST)
LeTena White	Escalation Supervisor	919-474-3221	(9:30a - 6:30p EST)
Lori Leya	Escalation Supervisor	919-474-3220	(8a - 5p EST)
<b>LEVEL 3</b>			
Barb Johnston	Manager	919-474-3223	
<b>LEVEL 4</b>			
Steve Herrling	Director	732-885-3614	
<b>LEVEL 5</b>			
Escalations	Escalation Team	888-608-8023	

## Acquired West Virginia Provisioning LSR Contact and Escalation List

Frontier requests 4 hours between escalation levels unless we miss commitment on return call or actions promised.

<b>LSR Contact Information</b>			
<b>Person / Center Name</b>	<b>Title</b>	<b>Contact Info</b>	<b>Contact Info</b>
Regional CLEC Coordination Center	Customer Service Rep	877-503-8261	
<b>Escalation List</b>			
<b>Person / Center Name</b>	<b>Title</b>	<b>Contact Info</b>	<b>Contact Info</b>
<b>LEVEL 1</b>			
John Ash	Supervisor	304-344-6747	
Kelly Bruner	Supervisor	304-353-5540	
<b>LEVEL 2</b>			
Cheryl Kahn	Escalation Supervisor	919-474-3225	(11a - 8p EST)
LeTena White	Escalation Supervisor	919-474-3221	(9:30a - 6:30p EST)
Lori Leya	Escalation Supervisor	919-474-3220	(8a - 5p EST)
<b>LEVEL 3</b>			
Barb Johnston	Manager	919-474-3223	
<b>LEVEL 4</b>			
Steve Herrling	Director	732-885-3614	
<b>LEVEL 5</b>			
Escalations	Escalation Team	888-608-8023	

## Acquired West Virginia Frontier Repair Escalation List

All calls should be directed to the 24/7 Repair Center. The Repair Center will provide escalation contacts from their call out lists.

### Acquired West Virginia Repair Access Services (including UNE, Platform, Subloops, Unbundled Packet Switching Maintenance)

Maintenance Center Office Main number to report a trouble 888 637 9620  
For Test and Turn Up the number is 888-637-9623

Level	Contact	TN	Schedule
<b>1</b>	<b>Escalation Associate</b>	<b>877 902 1100 OPT 1</b>	<b>24X7</b>
	Cathy Ellison	304 344 7753	Days
	Faye Shaffer	304 353 5595	Days
	Mark Chapman	304 526 0554	Days
	Frank Roberts	304 526 0535	Evenings
	Edgar Corsano	304 526 0563	Evenings
<b>2</b>	<b>Floor Supervisor</b>	<b>877 902 1100 OPT 2</b>	<b>24X7</b>
	Jerry Beaver	304 526 0408	Days
	Matt Freeman	304 526 0404	Days
	Mark Browning	304 526 0425	Days
	Sam Ferris	304 526 0414	Midnight- 8:00 am
	Pam Turner	304 353 5599	Days
	Ed Harmon	304 526 0339	Evenings
<b>3</b>	<b>Center Mgr.</b>	<b>877 902 1100 OPT 3</b>	<b>24X7</b>
	Peer to Peer Jeremy Clem	304 526 0405 cell 304 904 8628	
<b>4</b>	<b>Director</b>	<b>877 902 1100 OPT 4</b>	<b>24X7</b>
	Peer to Peer Pat Trevino	325 944 5599 cell 325 212 6174	

**Acquired West Virginia Repair Local Services (POTS/DSL/Line Share)**

Regional CLEC Maintenance Center (RCMC) number to report a trouble 877 503 8260

Level	Contact	TN	Schedule
1	Escalation Associate	877 902 1100 OPT 1	24X7
2	Floor Supervisor	877 902 1100 OPT 2	24X7
3	Center Mgr.	877 902 1100 OPT 3	24X7
4	Director	877 902 1100 OPT 4	24X7

# North Central Lists

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To view the North Central (acquired Verizon property in AZ, parts of CA, ID, IL, IN, MI, NC, OH, OR, SC, WA, WI) provisioning, installation, and repair information online, visit website:

<http://www.ncnetwork.net/wholesale/contactus/>

# Legacy Frontier Contacts

## Legacy Frontier ASR Contacts

<b>ESCALATION LIST</b>
<b>CARRIER SERVICE CENTER IXC</b> Hours: 8 a.m. to 5 p.m. EDT
<b>1<sup>ST</sup> LEVEL</b> <b>ORDER PROCESSING</b> 888-444-2267
<b>2<sup>ND</sup> LEVEL</b> <b>ESCALATIONS MANAGER</b> Patty Zimmerman 585-777-5682
<b>3<sup>RD</sup> LEVEL</b> <b>CARRIER CUSTOMER SUPPORT</b> Dal Alt 585-777-1185
<b>4<sup>TH</sup> LEVEL</b> <b>SVP CARRIER SALES AND SERVICES</b> STEPHEN LEVAN 518-773-6688 518-928-4248 CELL

Each Level of Escalation has 2 hours to research and provide status on an order before it may be escalated to the next level.

<b>LSR ESCALATION LIST</b>
<b>CARRIER SERVICE CENTER WHOLESALE SERVICES</b> Hours: 8 a.m. to 5 p.m. EDT
<b>1<sup>ST</sup> LEVEL</b> <b>ORDER PROCESSING for SPIDS 0161 &amp; 2473</b> 585-777-4515
<b>2<sup>ND</sup> LEVEL</b> <b>CARRIER CUSTOMER SUPPORT</b> <b>Bob Murray</b> 585-777-1671 585-857-9048 CELL

<b>3<sup>RD</sup> LEVEL</b>
<b>CARRIER CUSTOMER SUPPORT</b>
<b>Bob Murray</b> 585-777-1671 585-857-9048 CELL
<b>4<sup>TH</sup> LEVEL</b>
<b>SVP CARRIER SALES AND SERVICES</b>
<b>Stephen Levan</b> 518-773-6688 518-928-4248 CELL

Each Level of Escalation has 2 hours to research and provide status on an order before it may be escalated to the next level.

## Legacy Frontier LSR Pennsylvania Contacts (Formerly CTSI)

<b>ESCALATION LIST</b>
<b>CARRIER SERVICE CENTER WHOLESALE SERVICES</b> Hours: 8 a.m. to 5 p.m. EDT
<b>1<sup>ST</sup> LEVEL</b>
<b>ORDER PROCESSING for SPIDS 0161 &amp; 2473</b> 585-777-4515 <b>PA CLEC for SPID 7513</b> 888-850-0345
<b>2<sup>ND</sup> LEVEL</b>
<b>PA CLEC SUPERVISOR</b> <b>Sharon Krasner</b> 570-631-3885 sharon.krasner@frontiercorp.com
<b>3<sup>RD</sup> LEVEL</b>
<b>PA CLEC MANAGER</b> <b>Irene Beitz-Yorks</b> 570-631-3287 irene.beitz-yorks@frontiercorp.com
<b>4<sup>TH</sup> LEVEL</b>
<b>PA CLEC DIRECTOR</b> <b>Dan Stelmack</b> 570-631-3666 daniel.stelmack@frontiercorp.com

Each Level of Escalation has 2 hours to research and provide status on an order before it may be escalated to the next level.

## Legacy Frontier and Citizens ILEC Properties Only

**NOTE:** The regions exclude Rochester Telephone of Rochester, Ogden Tel., and the former CTSI.

Refer to the particular region below to determine which repair center to initially enter your ticket. These repair centers are available 24X7.

<b>Central Region</b>			
<b>Ohio, Illinois, Minnesota, Iowa, Nebraska, Wisconsin</b>			
<b>Level</b>	<b>Contact</b>	<b>Number</b>	<b>States Responsible for</b>
1	Special Circuit Repair	1-866-467-5022	All Central Region
1	Local Service Repair (Pots, resale, etc.)	1-800-471-5269	
2	Repair Manager (Deb Morse / Rose Mason)	1-866-467-5022	All Central Region
3	Dispatch Manager (Chuck Wiley)	1-866-467-5022 (After hours request the on call supervisor be contacted)	All Central Region
4	Field / CO Manager (Area Specific)	1-866-467-5022 (After hours request the on call supervisor be contacted)	All Central Region
5	VP/GM Midwest - Mike Flynn	952-891-7712	Minnesota, Iowa, Nebraska
5	Area GM - Scott Behn	217-854-6059	Illinois
5	Area GM - Rhonda Lutzke	715-823-1221	Wisconsin, Ohio
6	Director Customer Operations - Scott Hogan	952-435-4731	All Central Region
7	SVP General Manager - John Lass	952-491-5541	All Central Region

## East Region

### New York (See separate tab for Rochester & Ogden repair and escalation list) and Pennsylvania

1	Special Circuit Repair	1-800-565-1619	All East Region
1	Local Service Repair (Pots, resale, etc.)	1-800-921-8104	
2	Special Circuit Repair Supv. - Jim Williams	1-800-565-1619	All East Region
3	Dispatch Supervisor NY	1-800-565-1619 (After hours request the on-call supervisor be contacted)	New York
3	Dispatch Supervisor PA	1-800-565-1619 (After hours request the on-call supervisor be contacted)	PA
4	Plant Service Center Mgr. - Robert Jeffrey	607-674-7717 (After hours call 800 # and ask Bob Jeffrey to be paged)	All East Region
4	NY South GM - Debbie Bogdanski	845-344-9801	
4	NY North Field Director - Todd Rulison	518-773-6666	
5	VP Plant Service Center - Jim Currie	607-674-7768	
5	VP/GM New York- Don Banowetz	518-773-6417	New York
6	Chairman & GM of Rochester - Ann Burr	585-777-6071	All East Region

## South East Region

### West Virginia, Tennessee, Georgia, Alabama, Mississippi, Florida

1	Special Circuit Repair Reg	1-800-565-1619	All South East Region
1	Local Service Repair (Pots, resale, etc.)	1-800-921-8104	
2	Special Circuit Repair Supv. - Jim Williams	1-800-565-1619	All South East Region
3	Dispatch Supervisor WV,TN, - Arlene Farnsworth	1-800-565-1619 (After hours request the on-call supervisor be contacted)	W. Virginia, Tennessee,
3	Dispatch Supervisor GA, AL - Penny Roberts	1-800-565-1619 (After hours request the on-call supervisor be contacted)	Georgia, Alabama, MS, FL
4	Plant Service Center Mgr. - Robert Jeffrey	607-674-7717 (After hours call 800 # and ask Bob Jeffrey to be paged)	All South East Region
5	VP Plant Service Center - Jim Currie	607-674-7768	
5	VP/GM West Virginia - Mike Swatts	304-325-1216	West Virginia
5	GM - Tenn, Ala, Georgia - Greg Stephens	931-528-0568	Tennessee, GA, FL, AL, MS
6	Sr. VP/GM East Region- Ken Arndt	570-631-2500	All East Region

**West Region**

**California, Arizona, Oregon, Nevada, New Mexico, Idaho, Montana, Utah**

1	Special Circuit Repair Rep.	1-866-467-5022	All West Region
1	Local Service Repair (Pots, resale, etc.)	1-800-716-2425	
2	Repair Supervisor -Sue Hutchinson	916-686-3032 or call 800 # to have her paged	All West Region
3	Plant Center Supervisor - Marsh Turnbull	916-714-4156 or call 800 # to have her paged	All West Region
4	Director of Operations - Plant Service Center	916-691-5580 or call 800# to page	All West Region
4	Local Mgr. - Area Specific	Contact 800# to page local manager on call	Area Specific
5	Director Business Ops.-Tressa Bader	916-691-5582 or call 800# to page	All West Region
5	Director Field Ops - John Broughton	916-691-5580 or call 800# to have him paged	CA, OR
5	VP Field Ops AZ - Lynne Petersen	928-681-0390 or call 800# to have her paged	AZ, NM
5	Area GM- Mtn States- Michael Towne	208-634-6110 or call 800# to have him paged	ID, UT, NV, MT
6	Sr. VP/GM West Region - Denise Baumbach	916-691-5542	All West Region

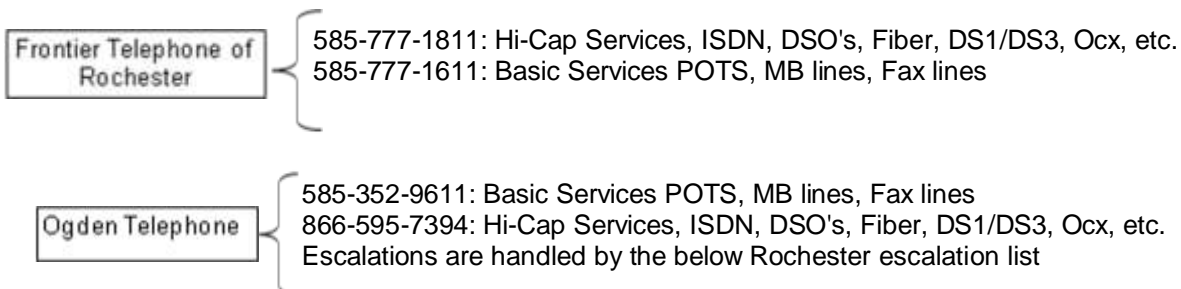
**Midwest Region****Michigan, Indiana**

1	Special Circuit Repair Rep.	1-800-471-5269
1	Local Service Repair (Pots, resale, etc.)	1-800-471-5269
2	Dispatch Manager (Chuck Wiley)	1-866-467-5022 (After hours request the on call supervisor will be contacted)
3	Field / CO Manager	1-866-467-5022 (After hours request the on call supervisor will be contacted)
4	General Manager - Frank Maydak	517-592-0250

## Legacy Frontier – Rochester, NY & Ogden Telephone

Legacy Frontier Telephone of Rochester, Inc. & Ogden Telephone

To report your initial trouble ticket, you must first call:



Provide the nature and urgency of the problem to the service bureau representative; and obtain a ticket number.

Before hanging up, be sure you have the following information:

- The name of the technician who input the ticket.
- An understanding from the technician of how frequently updates can be expected.
- Any other information offered by the technician as to the anticipated resolution.

Track the progress. If the service bureau does not provide updates as frequently as promised or if another type of problem is encountered, then the customer should escalate the issue.

### Escalation Procedures:

The following procedures have been devised to provide the most efficient method of escalation. This procedure should be used in the event that trouble is called into either of the Frontier Communications Solutions Service Bureaus and a satisfactory response to the issue is not received.

***A single telephone number (585-777-1811) has been devised to manage all escalations, from Level 1 to Level 5***

When calling the escalation number, please provide the ticket number and details on why the problem has been escalated (i.e., poor response from the first line technician, ticket unresolved for too long, etc...). The details on the nature of the problem will be determined from the ticket number. Please indicate the level of escalation for the issue.

The organization working on the escalation desk is committed to expediting and resolving any escalations reported. They have the authority and access to management needed to bring the issue to a close as efficiently as possible. The purpose for the “one number” escalation call is to add accountability and consistency for all escalation’s. Upon request of a next level escalation, the previous level will update the next level with the all details of the outage or problem.

Although we have a single contact escalation process, we understand that at times the customer might want to contact management staff directly. Below are management contact names and numbers.

**Escalation Desk:***Call 585-777-1811 for all Levels of escalations (office phone listed first/cell second)*

• <u>1<sup>st</sup> Level:</u>	Repair Answer-585-777-1811 Option 2	
• <u>2<sup>nd</sup> Level:</u>	<b>A Shift (8am-4pm):</b> Willie Gladney Larry Washbon	585-777-7280 / 585-737-8395 585-777-7654 / 585-233-0813
	<b>B Shift Foreman (4pm-12am):</b> Megan Lawyer	585-777-5510 / 585-259-6012
	<b>C Shift Foreman (12am-8am):</b> Lee Houghton	585-777-1317 / 585-330-7028
• <u>3<sup>rd</sup> Level:</u>	Operations Manager, Rosemary Mason Operations Manager, Michael Subtelney	585-777-6076 / 585-233-3070 585-777-6992 / 585737-4681
• <u>4<sup>th</sup> Level:</u>	585-777-4589 / 585-233-2872	
• <u>5<sup>th</sup> Level:</u>	Vice President, Tom FitzGerald	585-777-4729 / 585-261-7555
• <u>6<sup>th</sup> Level:</u>	Senior Vice President, Michael Golob	203-614-5766 / 203-962-3832

## Frontier Legacy, PA - Formerly CTSI

To report your initial trouble ticket, you must first call the main number 888-889-2309\*

**Frontier Repair Number**                      **1-888-889-2309\***

**High Speed Data Support**                      **1-888-387-6825**

Formerly CTSI Repair Center Escalation		
Supervisor:	Julie Meletsky	570-631-3909
Supervisor:	Donna Tasselmyer	570-631-3838
Director:	Beth Shubilla	570-631-3999

Outside Field Escalation		
Wilkes-Barre Area Supervisor:	Bill Schultz	570-208-6399
Scranton Area Supervisor:	Mike Navich	570-208-3375
Harrisburg Area Supervisor: (includes Lehigh Valley area)	Rob Moyer	717-901-9125
Central Area Supervisor: (includes Lancaster, Reading, York)	John Klinger	717-509-0771
Central Office Manager:	Mike Cumbo	570-970-6950
Director:	Dan Stelmack	570-631-3666

\*For after hours escalations, call the Repair number, the appropriate supervisor will be notified.