

Service Assurance Contacts and Escalation Guide

To be sure you have the most current contact guide, please visit windstreamwholesale.com/contact-guides

At Windstream, we know the performance of our network is critical to the success for your business and customers. Our goal is to ensure we are providing you with meaningful and timely communications. To report trouble with your service, please contact the Wholesale Network Operations Center based on service type or visit our portal at <https://wsap.windstreamwholesale.com>.

If additional support is needed, the escalation contacts provided below are available to assist. Upon leaving a voicemail, customers should expect to receive a response within 30 minutes. Please allow one (1) hour before moving to the next escalation level.

Ethernet, Wave, TDM, SONET, DIA, MPLS

All after-hours escalations and status requests for all levels should be made via the numbers listed here. Email support is available at win.wsa.escalation.desk@windstream.com during core business hours (7:30am-6:00pm EST) Monday-Friday.

Level	Contact	Phone	Email
1	Technician (24/7)	844.946.2662 Option 1, 2	
2	Escalations Manager	888.865.1830 Option 2	win.wsa.escalation.desk@windstream.com
3	Escalations Sr. Manager	888.865.1830 Option 3	win.wsa.escalation.desk@windstream.com
4*	Escalations Director	888.865.1830 Option 4	win.wsa.escalation.desk@windstream.com
5*	NOC Director	Dave Meyer 720.529.7795	david.meyer@windstream.com
6*	Vice President	Gary Cooke 636.812.3174	gary.cooke@windstream.com

*Peer only

Fiber to the Tower (FTTT)

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Level	Contact	Phone	Email
1	FTTT Technician (24/7)	844.946.2662 Option 4, 1	
2	Escalations Manager	888.865.1830 Option 2	win.wsa.escalation.desk@windstream.com
3	Escalations Sr. Manager	888.865.1830 Option 3	win.wsa.escalation.desk@windstream.com
4*	Escalations Director	888.865.1830 Option 4	win.wsa.escalation.desk@windstream.com
5*	Director	Bob Haas 330.410.5884	robert.haas@windstream.com
6*	Vice President	Rick Baum 864.331.8099	rick.baum@windstream.com

*Peer only

Voice

Level	Contact	Phone	Email
1	Voice Technician (24/7)	844.946.2662 Option 1, 1	
2	Lead Tech on Duty (24/7)	866.548.1966	
3	Manager	Ben Chesire 847.348.1336	benjamin.chesire@windstream.com
4*	Senior Director	Greg Hodgson 585.340.8286	gregory.hodgson@windstream.com
5*	Senior Vice President	Elizabeth Orth 404.668.2373	elizabeth.orth@windstream.com

*Peer only

Scheduled Maintenance

Level	Contact	Phone	Email
1	Scheduled Maintenance	800.236.7284 Option 7, 2	wci.maintenance.notifications@windstream.com