

Service Delivery ILEC/CLEC Contacts Guide

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

At Windstream, we know delivering solutions on-time is key to the success of your business and customers. Our goal is to ensure we consistently keep our commitments and provide timely communications through the order lifecycle. The contact information below is available for additional assistance. Please allow two (2) hours for a response before moving to the next level.

ILEC Ethernet, TDM, CSBH, DIA, NNI, Trunking

	Level	Contact	Phone	Email
1	ILEC WHSL Service Delivery Center		800.864.7188	
2	Order Coordinator, Assigned by order			
3	Manager	Leslie Spencer	704.319.3704	leslie.spencer@windstream.com
4	Director	Kristi Baker	704.887.0483	kristi.baker@windstream.com
5	Senior Director	Jenn Barnette	704.887.0402	jennifer.barnette@windstream.com

ILEC Waves, Project Management

	Level	Contact	Phone	Email
1	ILEC WHSL Service Delivery Center		800.864.7188	
2	Order Coordinator, Assigned by order			
3	Manager	Kim Barnette	704.593.3892	kim.p.barnette@windstream.com
4	Director	Kristi Baker	704.887.0483	kristi.baker@windstream.com
5	Senior Director	Jenn Barnette	704.887.0402	jennifer.barnette@windstream.com

CLEC All Services

	Level	Contact	Phone	Email
1	CLEC WHSL Service Delivery Center	Order Coordinator, Assigned by order	866.686.4516	
2	Team Lead	Kay Gibson	704.593.3828	kay.gibson@windstream.com
3	Manager	Kim Barnette	704.593.3892	kim.p.barnette@windstream.com
4	Director	Jeff Cardinal	585.697.7942	jeff.cardinal@windstream.com
5	Vice President	Chris McCasland	864.331.7394	chris.mccasland@windstream.com