

# Dark Fiber Contacts Guide

**ALERT! To be sure you have the most current contact guide, please visit:**

<http://www.windstreamwholesale.com/contact-guides/>

## Service Assurance – Contacts for Post Install Repair

To report trouble with your service, please contact the Wholesale Network Operations Center as follows:  
(If you do not have a PIN, account number, or phone number associated with your account, press the # button.)

- **Dark Fiber: (844) 946-2662 Option 1, #, #, Option 2**

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

Please note, additional email support is available at [win.wsa.escalation.desk@windstream.com](mailto:win.wsa.escalation.desk@windstream.com) during core business hours (7:30am – 6:00pm EST) Monday-Friday. All after-hours escalations and status requests for all levels should be made via the numbers listed above.

Level	Service Type		Number	
	Dark Fiber Technician		(844) 946-2662 Option 1, #, #, Option 2	
Level	Title	Name	Number (24x7)	Email (Normal Business Hours Only)
2	Escalations Mgr. Level 2	Escalations Manager	(888) 865-1830 Opt. 2	<a href="mailto:win.wsa.escalation.desk@windstream.com">win.wsa.escalation.desk@windstream.com</a>
3	Escalations Mgr. Level 3	Escalations Manager	(888) 865-1830 Opt. 3	<a href="mailto:win.wsa.escalation.desk@windstream.com">win.wsa.escalation.desk@windstream.com</a>
4	Escalations Director	Andy Mudd	(888) 865-1830 Opt. 4	<a href="mailto:win.wsa.escalation.desk@windstream.com">win.wsa.escalation.desk@windstream.com</a>
5	Senior Director	Dave Meyer	(720) 529-7795 Peer to Peer for Escalations	<a href="mailto:david.meyer@windstream.com">david.meyer@windstream.com</a>
6	Vice President	Elizabeth Orth	(404) 668-2373 Peer to Peer for Escalations	<a href="mailto:elizabeth.orth@windstream.com">elizabeth.orth@windstream.com</a>

Level	Wholesale Service Assurance Customer Portal	
ALL	<a href="https://wsap.windstreamwholesale.com">https://wsap.windstreamwholesale.com</a>	

Level	Scheduled Maintenance Phone	Scheduled Maintenance Email
ALL	(800) 236-7284 Option 7, Option 2	<a href="mailto:wci.maintenance.notifications@windstream.com">wci.maintenance.notifications@windstream.com</a>

## Service Delivery - Contacts for In-Progress/In-Flight Orders

Level	Title	Name	Number	Email
1	Manager: Project Management	Ryan Legg	(812) 253-1671	<a href="mailto:ryan.legg@windstream.com">ryan.legg@windstream.com</a>
	Manager: Project Management	Dan Patton	(770) 310-9815	<a href="mailto:dan.patton@windstream.com">dan.patton@windstream.com</a>
2	Director	Michelle Marx	(813) 480-1827	<a href="mailto:michelle.marx@windstream.com">michelle.marx@windstream.com</a> ,
3	Vice President	K-A Hegewald	(720) 319-0431	<a href="mailto:karl-arne.hegewald@windstream.com">karl-arne.hegewald@windstream.com</a>

### About Windstream

Windstream solves today's complex networking and communication challenges with deep expertise, collaborative approach and a portfolio of products optimized for the cloud. Our solutions allow customers throughout North America to optimize performance, engage customers and protect against threats.

**WINDSTREAM  
WHOLESALE**

[windstreamenterprise.com/wholesale](http://windstreamenterprise.com/wholesale)