

Level 3 COMMUNICATIONS ³GNOC Escalation Matrix

Transport

Voice

IP

Managed Services

Level 1-3	Tech, Supervisor, Manager 877-4Level3 opt 1	Tech, Supervisor, Manager 877-4Level3 opt 3	Tech, Supervisor, Manager 877-4Level3 opt 2	Tech, Supervisor, Manager 877-4Level3 opt 5
Level 4	Director John Haertling (720)-888-1909 john.haertling@level3.com jhaertling@att.blackberry.net	Director Jorge Magana (404) 526-4428 jorge.magana@level3.com magana.jorge@level3.com	Director Rabih Nahas (720) 888-3315 rabih.nahas@level3.com rabih@att.blackberry.net	Director Robert McCarroll (720)-888-0832 robert.mccarroll@level3.com mccarrollr@att.blackberry.net
Level 5	VP Mike Sharpe (720)-888-1026 mike.sharpe@level3.com mike.sharpe@att.blackberry.net	VP Mike Sharpe (720)-888-1026 mike.sharpe@level3.com mike.sharpe@att.blackberry.net	VP Mike Sharpe (720)-888-1026 mike.sharpe@level3.com mike.sharpe@att.blackberry.net	VP Mike Sharpe (720)-888-1026 mike.sharpe@level3.com mike.sharpe@att.blackberry.net
Portal		Media Operations		LNP
Level 1	Agent North America: Phone: 877-853-8353, Option 2 or submit ticket through the portal under the service management tab. Portal Support ticket Out Side North America: Direct number: 720 888 0030 E-mail: portalaccess@level3.com	Tech, Supervisor, Manager 877-4Level3 opt 4, 1 (=Vvxx) 2 (=CDN)	Level 3 Port In: 866-697-5881, opt 1 LNPHelpDesk@Level3.com After hours: 720-530-3485 Level 3 Wholesale Projects: 866-697-5881, opt 4 lnp.projects@level3.com After hours pager Level 3 Projects: 877-441-9218 fBroadwing, Telcove, & ICG Port In: 1-866-362-2567 LNPProcessingHD@level3.com Port Out: 866-697-5881, opt 2 lnpportouts@level3.com Directory Services: DirectoryServices@Level3.com After hours pager Level 3 Projects & Enterprise LNP: 877-441-9218 Port Out: 866-697-5881, opt 2 lnpportouts@level3.com Directory Services: DirectoryServices@Level3.com	
Level 2	Lead Agent Donna Hamilton 720-888-5992 donna.hamilton@level3.com North America: Pager: 877-238-2486 Out Side North America: Pager email: 8772382486@skytel.com	Tech, Supervisor, Manager 877-4Level3 opt 4, 1 (=Vvxx) 2 (=CDN)	Level 3 Projects: Quincy Angoy 1-866-697-5881 option 4 Level 3 Port In: Stephanie Key720-888-4858 Stephanie.Key@level3.com fBroadwing, Telcove, ICG Port In: James Edwards 484-821-4492 Jaimes.Edwards@Level3.com Port Out: James Edwards 484-821-4492 Jaimes.Edwards@Level3.com Directory Services: Jenn Easton (814) 260-2257 Jennifer.Easton@Level3.com	
Level 3	Manager Avis Glinton 720-888-5867 303-946-9934 avis.glinton@level3.com	Tech, Supervisor, Manager 877-4Level3 opt 4, 1 (=Vvxx) 2 (=CDN)	Manager Eric Monkelien (720)-888-1110 eric.monkelien@level3.com	Manager Julie Patrick (720)-888-6234 julie.patrick@level3.com
Level 4	Director Jason Bach 720-888-2821 jason.bach@level3.com	Director Ron Sinnes (CDN & Vvxx) 918-547-0477 918-260-9265 (c) ron.sinnes@Level3.com	Director Jason Bach 720-888-2821 jason.bach@level3.com	
Level 5	VP Mike Sharpe (720)-888-1026 mike.sharpe@level3.com mike.sharpe@att.blackberry.net	VP Bodie Francis (720) 888-2020 (303) 888-3789 bodie.francis@Level3.com	VP Mike Sharpe (720)-888-1026 mike.sharpe@level3.com mike.sharpe@att.blackberry.net	

Level (3) Change Management Matrix

Change Management

Level 1	Change Management Tier 1 800-850-4095, option 2 Maint_Advisory@level3.com	
Level 2	Change Management Customer Care Mon-Fri 7:00am – 3:00pm (MT) Bobby Jenkins (918) 547-8012 bobby.jenkins@level3.com Norma Nash (918) 547-9058 norma.nash@level3.com	Change Management Customer Care Mon- Fri 3:00pm – 7:00am (MT) & Sat – Sun 9:00pm to 7:00am (MT) 877-877-7758, option 2 dl-ChgMgtCoordinator@level3.com
Level 3	Manager Scott Wickstrom (720)-888-7475 (720)-841-3701 scott.wickstrom@level3.com	
Level 4	Director Shaun Giesler (720)-888-3104 shaun.giesler@level3.com	