

Commercial Customers – Service Repair & Escalation Guideline

**Hours of Operation**: 24/7/365

* When contacting the Repair Center, provide the affected telephone number or circuit id, along with a description of the problem and any troubleshooting procedures already performed.
* Provide a contact person and telephone number for access, trouble status and signoff
* Provide accurate access hours.
* Ask for the trouble ticket number.

# Repair Contact Information:

**800-921-8104**

* Business Lines & DSL

**877-626-7220 or hsi.eticketing@ftr.com**

* RLAN

**Commercial Customer Support Center**

**1-888-637-9620 Option 2**

Ethernet & TDM (DSO, DS1, DS3, up to OC192)

* Open New Ticket – Option 1
* Status – Option 2
* Technical support with opened ticket – Option 3

**1-877-245-3511**

* National 911 Customer Care Center /PSAP’s

**1-855-438-7273**

Customer Premise Equipment (CPE)

* Testing – Option 1

**Account Team Repair Assistance During Business Hours**

Call with trouble ticket number:

* General Account Team Customer Service 800 842-8297
* Customer Service Analyst - Lisa Boncal 570-631-6962 [lisa.boncal@ftr.com](mailto:lisa.boncal@ftr.com)
* Account Manager – Dennis DeBatte 203-640-0822 [dennis.debatte@ftr.com](mailto:dennis.debatte@ftr.com)

**Escalation Procedures After Business Hours**

* Contact Dennis DeBatte with trouble ticket information [dennis.debatte@ftr.com](mailto:dennis.debatte@ftr.com)

203-640-0822

**Commercial Customer Support Center**

**When using the following escalation process, please call the listed telephone number with the trouble ticket information. Please wait 1 hour before escalating to the next level:**

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| **Escalation Contacts**  **Organization** | **1st Level**  **Escalation** | **2nd Level**  **Escalation** | **3rd Level**  **Escalation** | **4th Level**  **Escalation** | **5th Level**  **Escalation** |
| **Commercial Customer Support Center** | 877-902-1100  Option 2, Option 2,  Option 1  Escalation Team | 877-902-1100  Option 2, Option 2,  Option 2  Lou Ricci or  Michele Bone | 877-902-1100  Option 2, Option 2, Option 3  Nadine Justice | 877-902-1100  Option 2, Option 2,  Option 4  Alex Levi | 877-902-1100  Option 2, Option 2,  Option 5  Marion Wyand |
| **Commercial**  **Customer Support Center - CPE** | CPE Technician  855-438-7273  Option 1, Option 1 | CPE Lead  855-438-7273  Option 1, Option 1 | Willie Gladney  585-777-7280 Office | Willie Gladney  585-777-7280 Office | Marion Wyand  585-777-3670 Office |
| **Commercial**  **Customer Support Center – VoIP** | VoIP Technician  800-716-2425 | Shift Lead  800-716-2425 | Shawn Kieffer  972-908-4496 Office | Willie Gladney  585-777-7280 Office | Marion Wyand  585-777-3670 Office |

