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
* Account Manager – Dennis DeBatte 203-640-0822 dennis.debatte@ftr.com

**Escalation Procedures After Business Hours**

* Contact Dennis DeBatte with trouble ticket information 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  |

