

XO Communication

National Network Operations center

Contact list.

NOC St. Louis	866-966-8975
NOC 2 nd Level Repair	Escalate through NOC
Saginaw Data Customer Repair	800-474-1756
East RMC	201-543-5000
West RMC	800-592-8062
Salt Lake City Trouble Resolution Team(TRT)	866-487-8752
Salt Lake City Customer Care	888-575-6398

NOC

Function	Level	Name	Office	Pager	Cell Phone	Home Phone
1 st Level Repair-Primary NOC	Sr Manager	Bill Livingston	314-787-7882	877-995-3693	314-280-5188	636-949-0589
Backup NOC-Plano	Network Eng Lead	Brett Silberstein	972-578-3751	_____	469-446-1608	_____
Core Networks 2 nd Level	Manager	Dennis Springer	314-787-7758	_____	314-486-8420	_____
Transmission 2 nd Level	Manager	Phil Gentry	972-509-2319	877-449-9698	214-869-2916	972-596-8114
Switching 2 nd Level	Manager	Sonya Kennedy	972-516-5586	_____	214-869-2929	972-569-9542
2 nd Level Operations Support	Sr Manager	Andrew Gough	314-787-7379	877-984-2346	314-486-2758	_____
NOC	Director	Gary Cooke	314-787-7770	888-788-8059	314-393-1954	636-379-2256

Function	Level	Name	Office	Pager	Cell Phone	Home Phone
Network Operations	Sr. VP	Mark Faris	703-547-2998	_____	433-277-0009	433-277-0009

Customer Care Escalation

24x7 Support

For Internal Use Only-Not for Customer Distribution

Escalation Contact List

1st POINT OF ESCALATION:		Direct Customer to call the appropriate National Customer Care Number: 888-575-6398 (except Multi-Market/Complex Care) Multi-Market/Complex Care: 866-295-9696 (VPN & Multi-city+MRC>10k/month-must be approved by Care Management)			
2nd POINT OF ESCALATION:		Call appropriate National Care number and ask to speak with the first available supervisor			
3rd POINT OF ESCALATION:		Contact the appropriate Customer Care Manager listed blow-assigned by AVP			
Sales Area Supported-by AVP	Area of Responsibility	Care Manager	Office Number	Cell Number	E-mail Address
MSO Southwest-Scott Nelson	Trouble-Voice	Pete Petela	801-983-5636	801-514-9912	pete.j.petela@xo.com
MSO West-Clark Peterson	Trouble-Data Access	Gregg Witherspoon	989-758-6750	989-233-2045	gwitherspoon@xo.com
MSO Northwest-Jeff Bradley	Trouble-Hosting	Nicole Buda	989-758-6567	989-942-0043	nbuda@xo.com
	Billing-Saville and CAMS	Jeff Ferry	610-288-4416	610-476-6614	jferry@xo.com
	MACD-Saville and CAMS	Beth Groff	610-288-5735	610-587-0364	bgroff@xo.com
MSO South-Ted O'Neal (acting)	Trouble-Voice	Mike Knudsen	801-983-5635	801-514-9911	michael.l.knudsen@xo.com
MSO East-Robert Westervelt	Trouble-Data Access	Gregg Witherspoon	989-758-6750	989-233-2045	gwitherspoon@xo.com
MSO Midwest-Brian Kawamura	Trouble-Hosting	Nicole Buda	989-758-6567	989-942-0043	nbuda@xo.com
	Billing-Saville and CAMS	Jeff Ferry	610-288-4416	610-476-6614	jferry@xo.com
	MACD-Saville and CAMS	Beth Groff	610-288-5735	610-587-0364	bgroff@xo.com
Supports all Markets for Area of Responsibility listed	National Business Center/Web Care Complex Care (MSO Multi-Market, all VPN & Toll Free Disaster Recovery) National Employee Long Distance	Jared Anderson	801-983-2429	801-514-9913	janderson@xo.com
4th POINT OF ESCALATION:		Contact the appropriate Call Center Executive			
Area of Responsibility	Care Executive	Office Number	Cell Number	E-mail Address	
Voice Trouble, Complex Care, Business Center/Web Care	Sheryl R. Shields	801-983-1760	801-301-5113	sheryl.r.shields@xo.com	
Billing & MACD-Saville & CAMS	Jeannine Risley	610-288-5601	610-476-6615	jeannine.m.risley@xo.com	
National Data Access & Hosting Trouble	Go to 5 th Level Escalation				
5th POINT OF ESCALATION:		Contact the appropriate Call Center Executive			
Area of Responsibility	Care Executive	Office Number	Cell Number	E-mail Address	
Voice Trouble, Complex Care, Business Center/Web Care	Jeff Nilsson	801-983-1512	801-971-5032	jeff.nilsson@xo.com	
Billing & MACD-Saville & CAMS	Shawn Kramer	610-288-4410	610-960-3868	shawn.kramer@xo.com	
National Data Access & Hosting Trouble	Hope Champagne	989-758-6598	989-295-3305	hchampagne@xo.com	