

West Regional Operations Center

West ROC				
West ROC	Title	Direct	Toll Free	Market
WR RMC	Regional Maintenance Center	303-539-5400	800-592-8062	West Region
WR RAC	Regional Activation Center	303-539-4400	800-592-8314	West Region
XO Trouble Tickets	Customer Care SLC		888-575-6398	West Region
MAINTENANCE				
MAINTENANCE	Title	Direct	Toll Free	District
Mike Surles	RMC Team Lead	303-539-7968	800-592-8062	California/Nevada
Eric Paine	RMC Team Lead	303-539-7783	800-592-8062	Mountain/NW
Josh Hicks	LEC Facility Test - Team Lead	303-539-2064	800-592-8314	Facility Test & Acceptance
TRANSLATIONS				
TRANSLATIONS	Title	Direct	Toll Free	Market
Brent Jeffers	Translations Team Lead	303-539-7959	800-592-8314	Portland/Seattle
Bryan Lofquist	Translations Team Lead	303-539-7887	800-592-8314	Texas
Nick Brown	Translations Team Lead	303-539-7965	800-592-8314	Las Vegas
Doug Wood	Switch Team Lead	303-539-7779	800-592-8062	West Region
SUPPORT TEAM				
SUPPORT TEAM	Title	Direct	Cell	Pager
Shad Jones	Manager Regional Maintenance CA	303-539-7831		
Todd Rodvold	Manager Regional Maintenance MD	303-539-7789	303-210-6180	877-568-
Bruce Heckathorn	Manager Translations/Switch Ops	303-539-7790	303-434-2022	
Jason Glommen	Manager Regional Activations Center	303-539-2013	303-961-1536	
Bob Young	Manager Regional Activations Center	303-539-7781	303-434-2054	877-583-3627
Todd Jensen	Director Regional Operations Center	303-539-7868	801-983-2840	877-586-8763