

tw Telecom Contact Information

Orders

Kristin Hoblock, Account Manager
518-640-0904 or 877-698-9820
518-640-9815 Fax
Kristin.hoblock@twtelecom.com

Repair / Trouble

National Operations Center-Littleton, CO
800-829-0420

Escalation

DENVER OPERATIONS CENTER ESCALATION LIST FOR MAINTENANCE OPERATIONS ESCALATIONS					
LEVEL	NAME	DESCRIPTION OF FUNCTION	BUS PH #	TEXT PAGER	CELL
CUSTOMER TECHNICAL ASSISTANCE CENTER ~~ 1-800-829-0420					
1		Customer Service Center	800-829-0420		
2	Erick Johnson ***	Manager - Transport (Days)	303-566-1291	3037180611@vtext.com	303-718-0611
2	Brian Pfannenstiel	Manager - IP/Data/Security (Days)	303-542-4384	7206848236@vtext.com	303-718-0617
2	Rich Wright ***	Manager - Switch (Days)	303-566-6081	3037180619@vtext.com	303-718-0619
2	Al Jarrell***	Manager- (Swing Shift) 2:30 pm - 10:30 pm	303-542-6303	3039216268@vtext.com	303-921-6268
2	Ron Ersery	Manager-10:30 pm -6 am All Technologies	303-542-4526	3035012040@vtext.com	303-941-5108
3	Kelly Dowell	Director	303-566-1365	3037180608@vtext.com	303-718-0608
4	Kendall Karle	Sr. Director	303-566-1273	3035883857@vtext.com	303-588-3857
5	Beth Lackey	Sr. Vice President	303-566-1224	3038082201@vtext.com	303-808-2201
6	Marc Willency	Sr. Vice President	303-566-1328		

*** For weekend escalations Fridays from 10:30 pm MT to Sunday at 10:30 pm MT please contact the Operations Center and request to speak with the on-call manager.

*** After 5 pm Monday - Friday and on Weekends - Director Level Escalations can be made by requesting to speak directly to the on-call Director.

Maintenance Notifications (i.e. planned outages) and Release Requests: MOP@twtelecom.com

Outage Notifications
800-829-0420

Reason for Outage and Root Cause Analysis Requests
RCArequest@twtelecom.com

Other non-planned, non disaster Outage Notifications
MOP@twtelecom.com

Additional Support Areas - Network Management Center					
LEVEL	NAME	DESCRIPTION OF FUNCTION	BUS PH #	TEXT PAGER	CELL
NETWORK MANAGEMENT CENTER ~~ KENDALL KARLE ~~ SR. DIRECTOR					
NETWORK RELIABILITY CENTER ~~ BRENT BITZ~~ DIRECTOR (Alarming & Surveillance)					
1		Customer Service Center	800-829-0420		
2	Marc Maestas	Manager - Switch, SS7	303-566-6067	3038547181@vtext.com	303-854-7181
2	Jim Meslovich	Manager- Transport & IP/Data	303-566-1872	3037180622@vtext.com	303-718-0622
2	Gary Aschwege***	Manager-10:30 pm -6 am All Technologies	303-542-6346	3039415108@vtext.com	303-941-5108
3	Brent Bitz	Director	303-566-1353	bitz@mycingular.blackberry.net	303-513-1572
3	Kendall Karle	Sr. Director	303-566-1273	3035883857@vtext.com	303-588-3857
4	Beth Lackey	Sr. Vice President	303-566-1224	3038082201@vtext.com	303-808-2201
5	Marc Willency	Sr. Vice President	303-566-1328		
NETWORK OPERATIONS SUPPORT ~~ KENDALL KARLE ~~ SR. DIRECTOR (Tier 2)					
1		Customer Service Center	800-829-0420		
2	OJ Hobbs	Sr. Mgr Tier II - Data and Transport	303-566-1807	3037180614@vtext.com	303-718-0614
3	VACANT	Director, Tier II & Mtnce Engineering			
4	Kendall Karle	Sr. Director	303-566-1273	3035883857@vtext.com	303-588-3857
5	Beth Lackey	Sr. Vice President	303-566-1224	3038082201@vtext.com	303-808-2201
6	Marc Willency	Sr. Vice President	303-566-1328		
NETWORK OPERATIONS SUPPORT - IP/DATA/VOIP/TDM SWITCH ~~ RANDY AKERS ~~ DIRECTOR					
1		Customer Service Center	800-829-0420		
2	Matt Moriarty	Sr. Mgr Tier II IP Data	303-542-6321	3033288099@vtext.com	303-328-8099
2	Todd Kloack	Sr. Mgr. VoIP & Integrated Access	303-566-1457	3037180620@vtext.com	303-718-0620
2	Phil Harbison	Sr. Mgr. Managed Security & App Support	303-566-1713	3038548887@vtext.com	303-854-8887
2	Robert Steckler	Sr Mgr - TDM Switch & Maint. Engineering	303-542-4270	3039411654@vtext.com	303-941-1654
3	Randy Akers	Director	303-542-4295	3038874105@vtext.com	303-887-4105
4	Kendall Karle	Sr. Director	303-566-1273	3035883857@vtext.com	303-588-3857
5	Beth Lackey	Sr. Vice President	303-566-1224	3038082201@vtext.com	303-808-2201
6	Marc Willency	Sr. Vice President	303-566-1328		

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