

	NETWORK OPERATIONS CTR	ACCOUNT DEVELOPMENT	SALES
	<b>Request to speak to the Technician assigned to your ticket</b>	<b>Senior Account Manager</b>	<b>Senior Account Executive</b>
		<b>Chris Gareau</b>	<b>Ed Silva</b>
Office Phone	(877) 340-2555	(860) 656-0312	(860) 760-5603
Cell Phone		(860) 539-2880	(203) 848-9340
<b>Level 1</b>	<b>Level 1 Escalation</b>	<b>Sales Director- Account Management</b>	<b>Regional Sales Director</b>
		<b>Deidre Braga</b>	<b>Jason Grover</b>
Office Phone	(855) 340-2001	(401) 427-9110	(860) 656-0313
Cell Phone		(508) 809-0118	(860) 712-9577
<b>Level 3</b>	<b>Level 2 Escalation</b>	<b>VP of Account Development</b>	<b>VP/GM, New England Region</b>
		<b>Michael Taylor</b>	<b>Cheryl Carney</b>
Office Phone	(855) 340-2002	(781) 419-7225	(508) 532-7031
Cell Phone		(617) 821-0867	(315) 345-6933
	<b>Level 3 Escalation</b>		<b>Regional President, East Region</b>
			<b>Jeff Howe</b>
Office Phone	(855) 221-2141		(312)-924-9305
Cell Phone			(585)-329-8998
	<b>Level 4 Escalation: Director</b>	 <p>windstream</p> <p><a href="http://www.windstreambusiness.com">www.windstreambusiness.com</a></p>	
	<b>Isabella Runyan</b>		
	(855)653-7204		
	<b>Level 5 Escalation: Vice President</b>		
	<b>Rick Baum</b>		
	(866)780-0702		

Trouble Reports – Dispatch Policy	<p>A service charge may apply after the first 30 days of service with Windstream under these conditions:</p> <ol style="list-style-type: none"> <li>1) Trouble is directly reported to Windstream by a customer or vendor <b>and</b></li> <li>2) The customer or vendor requests an on-site visit by a technician <b>and</b></li> <li>3) The cause of the trouble proves to be in customer provided equipment or wiring.</li> </ol>
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