

Service Package

Thank you for choosing
Crown Castle Fiber as
your service provider.

welcome to CROWN CASTLE FIBER



Our Commitment to You: Service Excellence

Thank you for choosing Crown Castle Fiber Networks as your service provider. We value your business.

This Welcome Package will assist you in understanding the pre- and post-installation support process for your Crown Castle Fiber services.

Pre-Installation

A designated Crown Castle Fiber Project Manager will be your primary point of contact during the service delivery process. Additionally, your Crown Castle Fiber Account Executive is available to help you with general questions regarding your account.

Information will be provided via email as your order progresses and will include:

- > Order Confirmation – To let you know we have received your order and it is being entered into our order processing system and is being validated for accuracy
- > Order Validation – To let you know your order has been reviewed by your assigned Project manager and is ready to begin the installation process
Your Project manager name & contact information will be provided at this time
- > Firm Order Confirmation Date (FOC Date) – To let you know when you can expect your order to complete installation
- > Letter of Authorizations (LOA)
- > Fiber Engineering – To let you know when your order has reached the Fiber Design and Engineering phase
- > Fiber Construction – To let you know when your order has begun construction
- > Field Operations – To let you know when your order has been released to a CCF Field Technician to install any network equipment
- > Circuit Completion and Activation Notification – This will be your final communication letting you know that your circuit has been completed and is ready for you to use

Post-Installation

Once your Crown Castle Fiber service has been installed, tested and completed, you will receive a Circuit Completion and Activation Notice from your Project Manager. For assistance with circuit activation, please call Crown Castle Fiber at 855-93-FIBER, selection option 5, and then select option 1 for technical support, and then select option 1 to be connected to the Provisioning Activation and Maintenance team (ProvAM); this activation team may also be reached via email: FiberProvAM@crowncastle.com.

The Crown Castle Fiber Network Operations Center (NOC) is staffed 24 hours per day, 365 days per year and is always available to take your call for service related issues. See the next page for details.

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SUPPORT INFORMATION



Pre-Installation Support/Escalation Contact List

#	Title	Name	Email	Office #	Cell#
1st	Project Manager			NA	
2nd	Program Manager –Fiber Enterprise East/Central	Joe Aikins	Joe.Aikins@crowncastle.com	(978) 264-6835	(978) 621-2130
	Program Manager –Fiber Enterprise East	Michael Goedel	Mike.Goedel@crowncastle.com	(212) 324-5094	(347) 203-1694
	Program Manager –Fiber Enterprise South	Nicola Di.Tommaso	Nicola.Di.Tommaso@crowncastle.com	(786) 701-7291	(305) 607-2610
	Program Manager –Fiber Enterprise West	Christine D'Angelo	Christine.DAngelo@crowncastle.com	(213) 2047389	(208) 9948954
	Program Manager –Fiber Wireless	Lee Ann Hughes	LeeAnn.Hughes@crowncastle.com	(585) 697-5131	(585) 734-4309
	Program Manager –Fiber Small Cell	Debbie Prokopenko	Debbie.Prokopenko@crowncastle.com	(585) 568-8491	(585)-733-5063
	Program Manager –Fiber Wholesale	Thom Jay	Thom.Jay@crowncastle.com	(978) 264-6084	(508) 740-9911
3rd	Manager Wireless Project Management –Fiber	Tracy Flynn	Tracy.Flynn@crowncastle.com	(585) 697-5176	(585) 402-2802
	Director Project Management –Fiber Enterprise	Darrin Smith	Darrin.Smith@crowncastle.com	(978) 264-6008	(781) 844-3608
4th	Vice President, Customer Operations	Ravindra Harcharan	Ravindra.Harcharan@crowncastle.com	(212) 337-4088	(917) 217-1136
5th	Vice President, Network Engineering & Operations	Chris Levendos	Chris.Levendos@crowncastle.com	(914) 908-1067	(914) 908-1067

Please escalate any issue formally, via email, to the appropriate Crown Castle escalation contact listed above.

Please be sure to include:

- > Name of customer organization and location(s) involved
- > Contact information: name, title, phone number, email
- > Order Number
- > Reason for the escalation, and the Crown Castle Fiber contact that this issue has previously been brought to the attention of
- > Desired outcome

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New Service Activations Information

Crown Castle Fiber Customers: 1-855-93-FIBER (855-933-4237)

Provisioning, Activations and Maintenance: fiberPROVAM@crowncastle.com

Provisioning, Activations & Maintenance (PROVAM) Process

#	Title	Name	Email	Office #	Cell #
1st	Provisioning Engineer	NA	fiberPROVAM@crowncastle.com	1-855-93-FIBER	
2nd	Manager Provisioning Activations	Lars Sanden	Lars.Sanden@crowncastle.com	(978) 264-6065	(978) 895-1660
3rd	Manager Network Optimization	Jon Swanson	Jon.Swanson@crowncastle.com	(978) 264-6064	(617) 999-5389
4th	Director of Provisioning	Rob Poulton	Rob.Poulton@crowncastle.com	(978) 264-6814	(401) 952-3234
5th	Vice President, Customer Operations	Ravindra Harcharan	Ravindra.Harcharan@crowncastle.com	(212) 337-4088	(917) 217-1136
6th	Vice President, Network Engineering & Operations	Chris Levendos	Chris.Levendos@crowncastle.com	(914) 908-1067	(914) 908-1067

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SUPPORT INFORMATION



Trouble Reporting & Maintenance

Crown Castle Fiber proactively monitors our network 24 hours per day, 7 days per week and coordinates with customers prior to all testing, maintenance, and repair functions. These precautions help ensure that all services perform in compliance with their technical specifications.

If you should experience any problem with your service, please notify the Network Operations Center (NOC) immediately. Upon receiving your report, Crown Castle Fiber will immediately begin coordinating efforts to make appropriate repairs and restore service. A Crown Castle Fiber NOC technician will provide you with timely and continual updates throughout the entirety of your service inquiry.

You will be asked to provide the following information when opening a trouble ticket:

- > Name & company
- > Best phone number to reach company contact
- > Circuit ID or Crown Castle Fiber Order Number
- > Endpoints (A and Z locations) of the circuit
- > Nature of problem(s)
- > Time of occurrence

Emergency Contact Information

Crown Castle Fiber Customers: 1-855-93-FIBER (855-933-4237)

Non-Emergency Contact Information

For non-emergencies, please contact Crown Castle Fiber at the numbers above or via email: fibersupport@crowncastle.com

The Crown Castle Fiber NOC functions as the single point of contact for customer problem reporting, customer updates, and customer notifications regarding network maintenance. The NOC manages the resolution process throughout the life of the service issue or inquiry.

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SUPPORT INFORMATION



Existing Service: Crown Castle Fiber Escalation Process

In the event that you experience an issue that requires escalation, please reference the table below.

#	Title	Name	Email	Office #	Cell #
1st	Shift Managers	On Duty	fibersupport@crowncastle.com	Primary: 1-855-93-FIBER Secondary: (844) 583-4237	
2nd	Manager, NOC Operations	Tommy Fay	Thomas.Fay@crowncastle.com	(631) 300-3783	(516) 987-3578
	Manager, NOC Operations	Steve Cassianos	Steve.Cassianos@crowncastle.com	(212) 337-4083	(646) 745-4023
3rd	Manager, NOC Operations	Andre Martin	Andre.Martin@crowncastle.com	(786) 701-7448	(954) 439-0921
	Sr. Manager, NOC Operations	Miles O'Shaughnessy	Miles.OShaughnessy@crowncastle.com	(631) 300-3781	(631) 774-2412
4th	Director, Network Assurance	Steve George	Stephen.George@crowncastle.com	(978) 268-9370	(781) 254-8795
5th	Vice President, Customer Operations	Ravi Harcharan	Ravindra.Harcharan@crowncastle.com	(212) 337-4088	(917) 217-1136
6th	Vice President, Network Engineering & Operations	Chris Levendos	Chris.Levendos@crowncastle.com	(914) 908-1067	(914) 908-1067

Change Management Contact Information

Crown Castle Fiber Customers: (508) 621-1888

Non-Emergency Contact Information

For non-emergencies, please contact Crown Castle Fiber at the number above or via email: Crown Castle Fiber Change Management: fiberChangeMGMT@crowncastle.com

Change Management Escalation Process

#	Title	Name	Email	Office #	Cell #
1st	Change Management		fiberChangeMGMT@crowncastle.com	(508) 621-1888	
2nd	Manager, Change Management	Joanne Brock	Joanne.Brock@crowncastle.com	(585) 697-514	(585) 472-4596
3rd	Manager, Change Management & Tier III	Ben Davis	Ben.F.Davis@crowncastle.com	(212) 324-5077	(848) 466-0146
4th	Vice President, Customer Operations	Ravindra Harcharan	Ravindra.Harcharan@crowncastle.com	(212) 337-4088	(917) 217-1136
5th	Vice President, Network Engineering & Operations	Chris Levendos	Chris.Levendos@crowncastle.com	(914) 908-1067	(914) 908-1067

An introduction to Crown Castle Fiber’s Customer Center

The Crown Castle Fiber Customer Center is an online portal that provides access to information about your accounts, orders, services, support tickets, and your Crown Castle Fiber points of contact.

The Crown Castle Customer Center has been upgraded with a number of new services and features to better serve our customers. Features in the current version of Crown Castle Fiber’s Customer Center include:

Feature	Feature Details
Billing	View or download current and past invoices in PDF format
Services	Get a quick inventory of current services and service status
Orders	View the status of pending or past orders
Support	View open or past support tickets and create new tickets
CCF Points of Contact	Contact your assigned Crown Castle Fiber <ul style="list-style-type: none"> • Account Executive • Client Services Manager • Project Manager delivering new services • Network Operations Center • Billing

How to Apply for a Customer Center Account

To apply for a new account, or add or remove users from an existing account or make other changes, please complete the embedded form directly below and email it to CustomerCenterHelp@crowncastle.com.

Note: Every customer MUST have at least one point of contact for administrative approval of all changes.

It may be possible to show performance statistics for certain services (equipment upgrades may be required in some situations). Please provide the following information in the ‘Describe Other Change’ box on the embedded form:

- > Service Number or Order Number (if the service has not yet been turned-up)
- > Circuit ID (for active services)
- > The A and Z locations of the circuit
- > Type of metrics requested
- > Any other relevant information

[Crown Castle
Fiber Customer
Center Account
Request/
Change Form](#)