

ESCALATION LIST



VITA

Windstream Support Contact and Escalation List

Customer Advocacy

Primary Contact: Randy Simmons	Phone 804.521.6758 Cell – 503.313.6240		Email randy.simmons@windstream.com
CA Escalations: Kristen Layne - Director Jordan Rabin - VP Aaron Baker - Regional Pres	Office O: 610-368-7114 O: 610-755-4031 O: 919.277.7157	Cell C: 610-368-7114 C: 610-721-7138 C: 704.491.1859	Email Address kristen.layne@windstream.com jordan.rabin@windstream.com aaron.baker@elink.com

Sales

Primary Contact: Lisa Marmora	Phone 804-402-2112 Cell - 804-402-2112		Email lisa.marmora@windstream.com
Sales Escalations: Matt Caruso - Regional Dir Jordan Rabin - VP	Office O: 443.573.6967 O: 610-755-4031	Cell C: 410.336.0954 C: 610-721-7138	Email Address matthew.caruso2@windstream.com jordan.rabin@windstream.com

Field Operations

Primary Contacts: Jeff Shook – Dir. Field Operations	Phone O: 804-422-4047 C: 804-641-1427	Email jeffrey.shook@windstream.com
--	---	--

Enterprise Customer Support

Hours of Operation – 24/7

Primary Contact: Customer Support	Phone 800.600.5050	www.windstreambusiness.com/customer/support
Repair Escalations: Level 1 Level 2 Level 3 Level 4	855.340.2001 855.340.2002 855.221.2141 844.812.3010	