



## Wholesale Service Assurance Contacts and Escalation Guide

At Windstream, we know the performance of our network is critical to the success of your business and customers. Our goal is to ensure we are providing you with meaningful and timely communications.

To **report a trouble** with your service please contact the Wholesale Network Operations Center as follows:  
(If you do not have a PIN, account number or phone number associated with your account press the # button)

- **TDM, SONET, DIA, MPLS, Ethernet, Wave: (844) 946-2662 Option 1, Option 2**
- **Dark Fiber: (844) 946-2662 Option 1, #, #, Option 2**
- **Fiber to the Tower: (844) 946-2662 Option 5, Option 3**
- **Voice: (844) 946-2662 Option 1, Option 1**

If additional support is needed, the escalation contacts provided below are available to assist. You should expect a response within 30 minutes when leaving a voicemail. Please allow 1 hour before moving to the next escalation level.

LEVEL	SERVICE TYPE	NUMBER
1	TDM, SONET, DIA, MPLS, Ethernet, Wave Technician	(844) 946-2662 Option 1, Option 2
	Dark Fiber Technician	(844) 946-2662 Option 1, #, #, Option 2
	Fiber to the Tower Technician	(844) 946-2662 Option 5, Option 3

  

LEVEL	TITLE	NAME	NUMBER	EMAIL
2	Esc Manager Level 2	Escalations Manager	1-888-865-1830 Opt 2	win.wsa.escalation.desk@windstream.com
3	Esc Manager Level 3	Escalations Manager	1-888-865-1830 Opt 3	win.wsa.escalation.desk@windstream.com
4	Escalations Director	Andy Mudd	1-888-865-1830 Opt 4	win.wsa.escalation.desk@windstream.com
5	Senior Director	Dave Meyer	(303) 409-7795	david.meyer@windstream.com
6	Vice President	Jen Johnson	(813) 769-6406	jennifer.m.johnson@windstream.com

LEVEL	SERVICE TYPE	NUMBER
1	Voice Technician	(844) 946-2662 Option 1, Option 1

  

LEVEL	TITLE	NAME	NUMBER	EMAIL
2	Lead Technician on Duty	<b>Available 24x7</b>	(866) 548-1966	
3	Manager	Ben Chesire	(847) 348-1336	benjamin.chesire@windstream.com
4	Senior Director	Dave Meyer	(303) 409-7795	david.meyer@windstream.com
5	Vice President	Jen Johnson	(813) 769-6406	jennifer.m.johnson@windstream.com

LEVEL	WHOLESALE SERVICE ASSURANCE CUSTOMER PORTAL
All	<a href="https://wsap.windstreamwholesale.com/">https://wsap.windstreamwholesale.com/</a>

  

LEVEL	SCHEDULED MAINTENANCE PHONE	SCHEDULED MAINTENANCE EMAIL
All	(800) 236-7284 Option 7, Option 2	<a href="mailto:Wci.Maintenance.Notifications@Windstream.com">Wci.Maintenance.Notifications@Windstream.com</a>

Please note, additional email support is available at [WIN.WSA.ESCALATION.DESK@windstream.com](mailto:WIN.WSA.ESCALATION.DESK@windstream.com) during core business hours of 7:30 a.m. to 7:00 p.m. Eastern Time Monday-Friday. All after-hours escalations and status requests for all levels should be made via the numbers listed above.