



Wholesale Service Delivery Contacts Guide

At Windstream, we know delivering solutions on-time is key to the success of your business and customers. Our goal is to ensure we consistently keep our commitments and provide timely communications throughout the order lifecycle.

For assistance with your in-progress order, please contact the Wholesale Services Delivery Center at **1-800-864-7188**.

If additional support is needed, the contacts provided below are available to assist. Please allow 2 hours for response before moving to the next level.

LEVEL	TITLE	NAME	NUMBER	EMAIL
1	Order Coordinator	Assigned by order		
2	Ethernet Manager	Elaine Shaffer	(704) 593-3891	elaine.shaffer@windstream.com
	Ethernet Manager	Philip Lindler	(704) 593-3823	philip.lindler@windstream.com
	TDM Manager	Anjeanette Horne	(704) 593-3811	anjeanette.horne@windstream.com
	Waves EIA, DIA, MPLS Agg Manager	Corey Davis	(704) 593-3987	corey.davis@windstream.com
	Project Manager	Kim Senkler	(585) 869-7984	kim.senkler@windstream.com
3	Wholesale Services Delivery Center		(800) 864-7188	WCI.Wholesale.SD.Escalations@Windstream
4	Director	Jeff Cardinal	(585) 697-7942	jeff.cardinal@windstream.com
5	Vice President	Chris McCasland	(864) 331-7394	chris.mccasland@windstream.com