

Lumen Northwest Account Team

TEAM MEMBER	ADDRESS	CONTACT INFORMATION
Todd Allais Account Manager – Public Safety	310 SW Park Ave 7 th Fl Portland, OR 97205	503 522 3154 cell 971.346.4063 office Todd.allais@lumen.com
Gregg Holt Account Director - West	310 SW Park Ave 7 th Fl Portland, OR 97205	971 346-4071 office 503-757-3364 cell Gregg.Holt@lumen.com
Jim Carlson Director Sales	KS State Remote/Work from Home	816-305-4681 cell James.Carlson@lumen.com
Syl Barroso Post Sales Engineer/ Service Manager	ID State Remote/Work from Home	208 207-2194 office 208 899-7470 cell Syl.Barroso@lumen.com
Cathie Kendrick Account Consultant	KY State Remote/Work from Home	859 286 2627 office 859 321 2842 cell Cathie.Kendrick@lumen.com
Steve Deloach Manager Post Sales Engineering	NC State Remote/Work from Home	252 822 0218 office 252 469 9061 cell Steve.deloach@lumen.com
Paul Curlee Director SLED	SC State Remote/Work from Home	423 218 4303 office 803 354 1655 cell Paul.R.Curlee@lumen.com

Lumen Network Repair

Network Repair Procedures

When repair issues are identified on either the CenturyLink network or your maintenance covered equipment, report the problem to the repair number listed to the right. Please be prepared to provide the following:

- Complete telephone number/s or circuit IDs.
- Location of trouble, contact name and number for access arrangements, building name and address.

Obtain the following from the Centurylink

Repair Center for tracking purposes:

- Trouble ticket number and name or initials of person opening ticket.
- Estimated repair time and date. If the estimate is not acceptable, request a supervisor to negotiate an acceptable repair time and contact your service manager or account team immediately.
- Obtain agreed upon times for status updates, and request notification upon trouble resolution.

You may contact the repair center at any time for a status. Please contact your service manager or account team for assistance at any time for help with repair issues.

Trouble Reporting Repair Numbers

9-1-1 Repair **800-357-0911**

Lumen iQ/MPLS **877-886-6515**

- IP NOC
- iQ Internet

Lumen Long Distance **800-524-5249**

- Voice - LD-Switched,
- Dedicated & 800#s

Lumen Local Services

- PRI, T-1 **888-678-8080**
- POTS **800-214-8043**
- DSL **800-247-7285**

Classic Centurylink Services

- 9-1-1 **877-433-1989**
- Voice, T-1, PTP **888-230-4404**
- Business Repair **800-786-6272**
 - DSL, B-1, Centrex

Control Center Support **877-726-6875**

- (QControl)-Online Tool