



Wholesale Service Assurance Contacts 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 contacts provided below are available to assist. Please allow 1 hour for a response before moving to the next 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	Manager on Duty	Available 24x7	(844) 477-9700	
3	Staff Manager	John Atwell	(303) 409-7794	john.atwell@windstream.com
4	Senior Director	Dave Meyer	(303) 409-7795	david.meyer@windstream.com
5	Senior Vice President	Beth Lackey	(720) 529-7680	beth.lackey@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	Available 24x7	(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	Senior Vice President	Beth Lackey	(720) 529-7680	beth.lackey@windstream.com

LEVEL	WHOLESALE SERVICE ASSURANCE CUSTOMER PORTAL
All	https://wsap.windstreamwholesale.com/

LEVEL	SCHEDULED MAINTENANCE PHONE	SCHEDULED MAINTENANCE EMAIL
All	(800) 236-7284 Option 7, Option 2	Wci.Maintenance.Notifications@Windstream.com