

Order Escalations

Level	Name	eMail	Cell #
1	Assigned Project Manager	TBD	TBD
2	Lisa Jameson – Director Project Management	lisa.jameson@upnfiber.com	816-820-1777
3	Kelly Ayars - Vice President Customer Implementation	Kelly.Ayars@upnfiber.com	816-286-5954

1-866-963-4237 or NOC@upnfiber.com

Regional Service Escalation Contact List

If an issue has already been reported and you need further information regarding the service issue resolution, please refer to the service escalation contact list below.			
Level	Name	Email	Cell#
1 st	Marcus Prieto NOC Manager	marcus.prieto@upnfiber.com	816-591-3045
2 nd	George Forbes – Colorado Regional Vice President	george.forbes@upnfiber.com	478-832-0669
2 nd	Shanon Morris – Omaha Regional Vice President	shanon.morris@upnfiber.com	402-575-1239
2 nd	Clark Lundy – Iowa Regional Vice President	clark.lundy@upnfiber.com	515-288-1281
2 nd	Bill Tyler – Texas Regional Vice President	bill.tyler@upnfiber.com	469-354-3214
2 nd	Huck Inhat – Kansas/Missouri Regional Vice President	huck.ihnath@upnfiber.com	816-425-3539
3 rd	Jimmy Chapman Vice President, Operations South	jimmy.chapman@upnfiber.com	816-656-1281
3 rd	Thomas Pope Vice President, Operations North	thomas.pope@upnfiber.com	704- 290-4671
4 th	Chad Senglaub Chief Operations & Technology Officer	chad.senglaub@upnfiber.com	816-500-9935