



REPORT SERVICE ISSUES TO THE UPN NETWORK OPERATIONS CENTER

AVAILABLE 24x7x365

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

Once an issue has been reported to the UPN NOC, the escalation process provides another method for obtaining information and resolutions.

Regional Service Escalation Contact List

Level	Name	Email	Cell #
1	Marcus Prieto Network Operation Center Manager	marcus.prieto@upnfiber.com	816-591-3045
2	Nebraska Shanon Morris, Regional VP	shanon.morris@upnfiber.com	402-575-1239
	Iowa Clark Lundy, Regional VP	clark.lundy@upnfiber.com	515-321-3336
	Kansas City Harold Kalwei, Regional VP	harold.kalwei@upnfiber.com	816-500-3737
	Texas Bill Tyler, Regional VP	bill.tyler@upnfiber.com	469-354-3214
	New Mexico Vincent Herrera, Regional VP	vincent.herrera@upnfiber.com	505 301-9124
	All Other States George Forbes, Regional VP	george.forbes@upnfiber.com	478-832-0669
3	North Region Huck Ihnat VP, Operations	huck.ihn timer@upnfiber.com	980-229-7289
	South Region Jimmy Chapman VP, Operations	jimmy.chapman@upnfiber.com	816-656-1281
4	Thomas Pope, SVP, Operations	thomas.pope@upnfiber.com	704-290-4671