

Escalation



While we don't anticipate any problems, we have a system in place in case something goes awry.

STEP ONE

Report service issues to UPN at **1-866-963-4237**,
or **NOC@UPNFIBER.COM 24x7x365**.

STEP TWO

The escalation process provides another method for obtaining information and resolutions, once an issue has been reported to UPN.

See next slide:

NOC Escalation



Level	Name	Email
1st	Marcus Prieto, <i>NOC Manager</i>	marcus.prieto@upnfiber.com
2nd	Nebraska Shanon Morris, Regional Vice President	shanon.morris@upnfiber.com
	Iowa Clark Lundy, Regional Vice President	clark.lundy@upnfiber.com
	Kansas City Harold Kalwei, Regional Vice President	harold.kalwei@upnfiber.com
	Texas Bill Tyler, Regional Vice President	bill.tyler@upnfiber.com
	New Mexico Vincent Herrera, Regional Vice President	vincent.herrera@upnfiber.com
3rd	All Other States George Forbes, Regional Vice President	george.forbes@upnfiber.com
	North Region Huck Ihnat, Vice President-Operations	huck.ihnat@upnfiber.com
	South Region Jimmy Chapman, Vice President-Operations	jimmy.chapman@upnfiber.com
4th	Chad Senglaub, Chief Operations & Technology Officer	chad.senglaub@upnfiber.com



Order Escalations

While we don't anticipate any problems, we have a system in place in case something goes awry.

STEP ONE

To assist UPN in tracking and coordinating all necessary activities for resolving issues quickly, please include your UPN order number when escalating an issue.

STEP TWO

The escalation process provides another method for obtaining information and resolutions, once an issue has been reported to UPN.

See below:

Level	Name	Email	Cell
1st	<i>Assigned Project Manager</i>	TBD	TBD
2nd	Dan Murray <i>Manager Project Managers</i>	dan.murray@upnfiber.com	816.206.6500
3rd	Lisa Jameson <i>Sr. Director Project Managers</i>	lisa.jameson@upnfiber.com	816.820.1777
4th	Kelly Ayars <i>Vice President Customer Implementation</i>	kelly.ayars@upnfiber.com	816.286.5954



Billing Escalations

While we don't anticipate any problems, we have a system in place in case something goes awry.

STEP ONE

To assist UPN in tracking and coordinating all necessary activities for resolving issues quickly, please include your UPN circuit ID when escalating an issue.

STEP TWO

The escalation process provides another method for obtaining information and resolutions, once an issue has been reported to UPN.

See below:

Level	Name	Email	Phone
1st	<i>Kim Foxworthy</i> <i>Customer Account Specialist</i>	customercare@upnfiber.com	816.425.3564
2nd	Jeremy Capell <i>Accounting Manager, Revenue</i>	jeremy.capell@upnfiber.com	816.897.2230
3rd	Pam Smith <i>Controller</i>	pam.smith@upnfiber.com	816.581.0321
4th	Jennifer Bergman <i>CFO</i>	jennifer.bergman@upnfiber.com	816.768.6170

Account Team Contacts



We are looking forward to staying in touch! If you need anything, please don't hesitate to contact us. We are here to help, just ask.

FIND US



TWITTER :
@UPNFiber



LINKEDIN:
[linkedin.com/company/unite-private-networks](https://www.linkedin.com/company/unite-private-networks)



FACEBOOK :
<https://www.facebook.com/uniteprivatenetworks>

ADDITIONAL CONTACTS

Debbie Grasso – Managing Director Wireline Networks

Debra.Grasso@upnfiber.com
515-212-5106

Jeremy Andrews – Group Vice President

Jeremy.Andrews@upnfiber.com
405- 328-1138