

# 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	Cell
1st	Jamey Crubaugh, NOC Manager	jamey.crubaugh@upnfiber.com	816.381.0278
2nd	Marcus Prieto, Director of Network Operations Center	marcus.prieto@upnfiber.com	816.591.3045
3rd	<b>Nebraska</b> Shanon Morris, Regional Vice President	shanon.morris@upnfiber.com	515.321.3336
	<b>Iowa</b> Clark Lundy, Regional Vice President	clark.lundy@upnfiber.com	402.575.1239
	<b>Kansas City</b> Harold Kalwei, Regional Vice President	harold.kalwei@upnfiber.com	816.500.3737
	<b>Texas</b> Bill Tyler, Regional Vice President	bill.tyler@upnfiber.com	469.354.3214
	<b>New Mexico</b> Vincent Herrera, Regional Vice President	vincent.herrera@upnfiber.com	505.301.9124
	<b>Out of Market North</b> George Forbes, Regional Vice President	george.forbes@upnfiber.com	478.832.0669
	<b>Out of Market South</b> Eric Filkins, Regional Vice President	eric.filkins@upnfiber.com	832.497.3264
4th	<b>North Region</b> Huck Ihnat, Vice President, Operations	huck.ihnath@upnfiber.com	816.425.3539
	<b>South Region</b> Jimmy Chapman, Vice President, Operations	jimmy.chapman@upnfiber.com	816.656.1281
5th	Thomas Pope, Senior Vice President, Operations	thomas.pope@upnfiber.com	704.290.4671
6th	David Cromwell, Senior Vice President, Engineering	david.cromwell@upnfiber.com	816.509.7420



# 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 Management</i>	dan.murray@upnfiber.com	816.206.6500
3rd	Lisa Jameson <i>Vice President, Project Management</i>	lisa.jameson@upnfiber.com	816.820.1777
4th	Kelly Ayars <i>SVP, Business Integration and Data Management</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
1 <sup>st</sup>	Kim Foxworthy <i>Customer Account Specialist</i>	billing@upnfiber.com	816.425.3564
2 <sup>nd</sup>	Jeremy Capell <i>Accounting Manager Billing</i>	jeremy.capell@upnfiber.com	816.897.2230
3 <sup>rd</sup>	Pam Smith <i>Controller</i>	pam.smith@upnfiber.com	816.581.0321

# 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.

## LET'S TALK!

**Name :**

**Assigned Wireline Account  
Manager/Director**

## 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](mailto:Debra.Grasso@upnfiber.com)

515.212.5106

**Jeremy Andrews**

**Group Vice President**

[Jeremy.Andrews@upnfiber.com](mailto:Jeremy.Andrews@upnfiber.com)

918.640.7813