

Lumen Oregon Account Team

TEAM MEMBER	ADDRESS	CONTACT INFORMATION
Gregg Holt Major Account Manager-911	310 SW Park Ave 7 th Fl Portland, OR 97205	971 346-4071 office 503-757-3364 cell Gregg.Holt@lumen.com
Jeff Winkelmann Sales Engineer	904 N Columbus St 1 st Fl Spokane, WA 99202	509 252-8308 office 509 209-3670cell Jeff.Winkelmann@lumen.com
Jacob Clow Post Sales Engineer/ Service Manager	310 SW Park Ave 7 th Fl Portland, OR 97205	971 346-4072 office 503 349-3587 cell 503 349-3587 pager Jacob.Clow@lumen.com
Sylvia Barroso Account Consultant	999 W Main St 11 th Fl Boise, ID 83702	208 207-2194 office 208 899-7470 cell Sylvia.Barroso@lumen.com
John Saiz Manager Post Sales Engineering	AZ - remote	602 322-9204 office 602 228-0228 cell John.Saiz@lumen.com
Max Iwaniec Director SLED	UT - remote	801 575-1068 office 801 803 8827 cell Max.Iwaniec@lumen.com

Lumen Network Repair

Network Repair Procedures

When repair issues are identified on either the CenturyLink network or your maintenance covered equipment, report the problem to the repair number listed to the right. Please be prepared to provide the following:

- Complete telephone number/s or circuit IDs.
- Location of trouble, contact name and number for access arrangements, building name and address.

Obtain the following from the Centurylink

Repair Center for tracking purposes:

- Trouble ticket number and name or initials of person opening ticket.
- Estimated repair time and date. If the estimate is not acceptable, request a supervisor to negotiate an acceptable repair time and contact your service manager or account team immediately.
- Obtain agreed upon times for status updates, and request notification upon trouble resolution.

You may contact the repair center at any time for a status. Please contact your service manager or account team for assistance at any time for help with repair issues.

Trouble Reporting Repair Numbers

9-1-1 Repair **800-357-0911**

Lumen iQ/MPLS **877-886-6515**

- IP NOC
- iQ Internet

Lumen Long Distance **800-524-5249**

- Voice - LD-Switched,
- Dedicated & 800#s

Lumen Local Services

- PRI, T-1 **888-678-8080**
- POTS **800-214-8043**
- DSL **800-247-7285**

Classic Centurylink Services

- 9-1-1 **877-433-1989**
- Voice, T-1, PTP **888-230-4404**
- Business Repair **800-786-6272**
 - DSL, B-1, Centrex

Control Center Support **877-726-6875**

- (QControl)-Online Tool