

Oregon Account Team

TEAM MEMBER	ADDRESS	CONTACT INFORMATION
Gregg Holt Major Account Manager-911	310 SW Park Ave 7 th Fl Portland, OR 97205	503-425-5303 office 503-757-3364 cell Gregg.Holt@CenturyLink.com
Ken Brown Sales Engineer IV – 911	310 SW Park Ave 7 th Fl Portland, OR 97205	503-425-5218 office 971-258-0411 cell Kenneth.Brown2@CenturyLink.com
Bartek Kurek Sales Engineer	310 SW Park Ave 7 th Fl Portland, OR 97205	503-425-5345 office 503-504-9790 cell Bartek.Kurek@CenturyLink.com
Jake Clow Customer Lifecycle Management/ Service Manager	310 SW Park Ave 7 th Fl Portland, OR 97205	503-425-3328 office 503-349-3587 cell jacob.clow@centurylink.com
Pamela Fitzpatrick Account Consultant	99 W Main St. Boise, ID 83702	208 384-2221 office 208 571-3834 cell Pamela.Fitzpatrick@centurylink.com
Michele Crowther Manager, Customer Lifecycle Management	250 E 200 S Salt Lake City, UT 84111	801-575-1010 office 801-718-9655 cell Michele.crowther@centurylink.com
Doug Overbay Manager Sales Engineering	310 SW Park Ave 7 th Fl Portland, OR 97205	503-425-5329 office 971-227-1700 cell Doug.overbay@centurylink.com



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**

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

- IP NOC
- iQ Internet

CenturyLink Long Distance **800-524-5249**

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

Centurylink 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