



CALNET Customer Escalation

Global Contract Issues

Level	Name	Title	Office Number	Cell Number	Email
1	Dawn Peters	Contract Manager/CPM	317-446-3637	317-446-3637	dawn.peters@zayo.com
2	Lisa Hensley	Manager, Customer Success	571-225-0560	571-225-0560	lisa.hensley@zayo.com
3	Andrew Burns	Regional Sales Director	602-615-3652	602-615-3652	andrew.burns@zayo.com
4	Kendrick Dukes	Sr. Account Manager	916-719-5333	916-719-5333	kendrick.dukes@zayo.com

Service Failures

Level	Name	Title	Office Number	Cell Number	Email
1	Manager on Duty	NCC Operations Manager	866-236-2824		ipncc@zayo.com
2	Jeff Alderson	Sr. Manager NCC	918-894-5472	918-894-5472	jeff.alderson@zayo.com
3	Gary Lang	Operations Service Manager	503-803-4393	503-803-4393	gary.lang@zayo.com
4	Sheily Mali	Dir Enterprise NCC	905-361-6075	416-458-1130	sheily.mali@zayo.com

Specific Customer Issues within the Contractor's Organization

Level	Name	Title	Office Number	Cell Number	Email
1	Dawn Peters	Contract Manager / CSM	317-446-3637	317-446-3637	dawn.peters@zayo.com
2	Lisa Hensley	Manager, Customer Success	571-225-0560	571-225-0560	lisa.hensley@zayo.com
3	Amanda Gordon	VP, Global Customer Success	703-657-7163	571-225-5256	amanda.gordon@zayo.com