

## CALNET Customer Escalation Process- ZAYO GROUP

- If after one hour you have not been contacted, escalate to next level as needed.

Service Category 20, 23, 24, 25 (ALL)

Escalation Level	Name	Title	Contact Information
1 <sup>st</sup> Level	Toll Free Service Desk	24 hour Service Desk	866-364-6033
2 <sup>nd</sup> Level	Level 2 Escalation	Shift Lead	866-236-2824
3 <sup>rd</sup> Level	Level 3 Escalation	Manager on Duty	914-397-2513
4 <sup>th</sup> Level	Jeff Alderson	Director, NCC	918-894-5472