

CALNET Customer Escalation

Global Contract Issues

Level	Name	Title	Office Number	Cell Number	Email
1	Vincent Crate	Contract Manager/CPM	703-657-7109	703-424-4648	vincent.crate@zayo.com
2	Krista McGuire	Sr. Manager, Customer Success	678-387-6583	510-206-4001	krista.mcguire@zayo.com
3	Rose Tilius	Sr. Account Director I	949-681-6846	949-230-9711	rose.tilius@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	Vincent Crate	Operations Service Manager	703-657-7109	703-424-4648	vincent.crate@zayo.com

Specific Customer Issues within the Contractor's Organization

Level	Name	Title	Office Number	Cell Number	Email
1	Vincent Crate	Contract Manager / CSM	703-657-7109	703-424-4648	vincent.crate@zayo.com
2	Krista McGuire	Sr. Manager, Customer Success	678-387-6583	510-206-4001	krista.mcguire@zayo.com
3	Jennifer Brush	Head of Customer Success, Enterprise and Channel	309-339-3966	309-339-3966	jennifer.brush@zayo.com