

## 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	<a href="mailto:vincent.crate@zayo.com">vincent.crate@zayo.com</a>
2	Krista McGuire	Sr. Manager, Customer Success	678-387-6583	510-206-4001	<a href="mailto:krista.mcguire@zayo.com">krista.mcguire@zayo.com</a>
3	Rose Tullius	Senior Account Manager	949-681-6846	949-230-9711	<a href="mailto:rose.tullius@zayo.com">rose.tullius@zayo.com</a>

### Service Failures

Level	Name	Title	Office Number	Cell Number	Email
1	Shift Lead	Lead Technician	866-236-2824	-	<a href="mailto:dfsleads@zayo.com">dfsleads@zayo.com</a>
2	Escalation Manager	Escalation Manager	918-921-6119	-	<a href="mailto:GNOCEscalations@zayo.com">GNOCEscalations@zayo.com</a>
3	Vincent Crate	Operations Service Manager	703-657-7109	703-424-4648	<a href="mailto:vincent.crate@zayo.com">vincent.crate@zayo.com</a>

### 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	<a href="mailto:vincent.crate@zayo.com">vincent.crate@zayo.com</a>
2	Krista McGuire	Sr. Manager, Customer Success	678-387-6583	510-206-4001	<a href="mailto:krista.mcguire@zayo.com">krista.mcguire@zayo.com</a>
3	Jennifer Brush	Head of Customer Success, Enterprise and Channel	309-339-3966	309-339-3966	<a href="mailto:jennifer.brush@zayo.com">jennifer.brush@zayo.com</a>