



## Broadband & ISP Ordering Contact & Escalation List

Email Contacts	
<b>Wholesale Advantage Broadband &amp; FTTP</b>	<a href="mailto:Local.Broadband@ftr.com">Local.Broadband@ftr.com</a>
<b>Bulk DSL (DSL Agency)</b>	<a href="mailto:northcentraleadgeteam@ftr.com">northcentraleadgeteam@ftr.com</a>

Frontier requests a minimum of 4 hours between escalation levels unless a commitment to return a call or a promised action is missed.

Broadband & ISP Contact & Escalation List		
Person / Center Name	Title	Contact Info
<b>LEVEL 1</b>		
Ordering Center (Email Contacts Above)	Customer Service Rep	888-668-7916 Opt #1
<b>LEVEL 2</b>		
Dennis Kaups <a href="mailto:Dennis.kaups@ftr.com">Dennis.kaups@ftr.com</a>	Supervisor	304-346-6691
<b>LEVEL 3</b>		
Marshall Brunson <a href="mailto:Marshall.brunson@ftr.com">Marshall.brunson@ftr.com</a>	Manager	919-224-1172
<b>LEVEL 4</b>		
Pam Huber-Hauck <a href="mailto:pam.huber-hauck@ftr.com">pam.huber-hauck@ftr.com</a>	Director	585-777-1071

### Change Log

Date	Page #	Change
01/28/2019	1	New Level 2 Contact Effective 1/28/19
09/05/2019	1	New Level 2 Contact

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