

CALNET Customer Escalation

Global Contract Issues

Level	Name	Title	Office Number	Cell Number	Email
1	Michael Beamis	Contract Manager/CPM	918-233-2348	918-261-5238	michael.beamis@zayo.com
2	Denise Steele	Sr. Manager, Customer Success	503-502-0750	503-502-0750	denise.steele@zayo.com
3	Rose Tullius	Senior Account Manager	949-681-6846	949-230-9711	rose.tullius@zayo.com

Service Failures

Level	Name	Title	Office Number	Cell Number	Email
1	Shift Lead	Lead Technician	866-236-2824	-	dfsleads@zayo.com
2	Escalation Manager	Escalation Manager	918-921-6119	-	GNOCEscalations@zayo.com
3	Michael Beamis	Operations Service Manager	918-233-2348	918-261-5238	michael.beamis@zayo.com

Specific Customer Issues within the Contractor's Organization

Level	Name	Title	Office Number	Cell Number	Email
1	Michael Beamis	Contract Manager / CSM	918-233-2348	918-261-5238	michael.beamis@zayo.com
2	Denise Steele	Sr. Manager, Customer Success	503-502-0750	503-502-0750	denise.steele@zayo.com
3	Jennifer Brush	Head of Customer Success, Enterprise and Channel	309-339-3966	309-339-3966	jennifer.brush@zayo.com