

Port-Out Order Inquiry and Escalation List
SPIDs 7178, 7280 and 8994



Carrier ONLY

Hours: 7:30 a.m. – 5:00 p.m. MST, Monday – Friday
E-mail address: **For SPID 7178**
CSR Request: csr-request@twtelecom.com
Port Out Orders: portout@twtelecom.com

Hours: 8:00 a.m. – 5:00 p.m. CST, Monday – Friday
E-mail address: **For SPID 7280 and 8994**
CSR: Fax to 303.803.9635
LSR: xspediusLNP@twtelecom.com

Level I	<p>For SPID 7178 Lynnette Heidrick 303-566-1569 lynnette.heidrick@twtelecom.com</p> <p>For SPID 7280 and 8994 CSR: 1-800-937-7473, Option 2 LSR: 1-800-326-4203</p>
Level II	<p>For SPID 7178 Chad Dashner 303-566-5933 chad.dashner@twtelecom.com</p> <p>For SPID 7280 and 8994 CSR: Brenna Stretch 636-625-7278 brenna.stretch@twtelecom.com LSR: Kimberly Alexander 636-625-7389 kimberly.alexander@twtelecom.com</p>
Level III	<p>For SPID 7178 Denise Rios 303-566-1875 denise.rios@twtelecom.com</p> <p>For SPID 7280 and 8994 CSR: Kim Henderson 636-625-7121 kimberly.henderson@twtelecom.com LSR: Mike Clendaniel 636-625-7350 mike.clendaniel@twtelecom.com</p>
Level IV	<p>For SPID 7178 Mary Allmaras, VP Operations, 303-542-6460 mary.allmaras@twtelecom.com</p> <p>For SPID 7280 and 8994 CSR: Debra Goodly, 636-625-7382 debra.goodly@twtelecom.com</p> <p>LSR: Kristine Kropp, 636-625-7171 kristine.kropp@twtelecom.com</p>