

Partner Escalation Guide

Windstream Enterprise has aligned resources across the partner and customer lifecycle to ensure customers receive the right level of care and support based on their size and complexity. The following information supports your ability to escalate issues, if needed.

	Quote Escalations	Post-Signature Support ¹	Post Install Support ³	Repair																												
Level 1	Assigned Channel Advocate or Channel Manager	Channel Advocate or channelpartnersupport@windstream.com	Customer Care: 800.600.5050 windstreamcustomersupport@windstream.com	Technician 855.340.2001																												
Level 2	Channel Partner Support Manager Nakia Farr nakia.farr@windstream.com	Assigned Project Coordinator windstream.service.delivery@windstream.com	Assigned Customer Advocate²	Team Lead 855.340.2002																												
Level 3	Channel Partner Support Staff Manager Sarah Linford sarah.ann.linford@windstream.com	Project Coordinator Manager²	Customer Advocate Director <table border="1"> <tr> <td>Central</td> <td>Cherie Monson</td> <td>952.238.4695</td> <td>cherie.monson@windstream.com</td> </tr> <tr> <td>South</td> <td>Kelly Wasko</td> <td>704.319.1090</td> <td>kelly.wasko@windstream.com</td> </tr> <tr> <td>West</td> <td>Wendy Nevala</td> <td>949.265.2119</td> <td>wendy.nevala@windstream.com</td> </tr> <tr> <td>Mid-Atlantic</td> <td>Paul Bunting</td> <td>417.425.8374</td> <td>paul.bunting@windstream.com</td> </tr> <tr> <td>Upstate NY/ New England</td> <td>Sharma Montgomery</td> <td>646.790.7743</td> <td>sharma.montgomery@windstream.com</td> </tr> <tr> <td>Director - Small Business</td> <td>Kevin Gorman</td> <td>585.530.2901</td> <td>kevin.gorman@windstream.com</td> </tr> <tr> <td>Director - Small Business</td> <td>Keith Nelson</td> <td>646.562.4099</td> <td>keith.nelson@windstream.com</td> </tr> </table>	Central	Cherie Monson	952.238.4695	cherie.monson@windstream.com	South	Kelly Wasko	704.319.1090	kelly.wasko@windstream.com	West	Wendy Nevala	949.265.2119	wendy.nevala@windstream.com	Mid-Atlantic	Paul Bunting	417.425.8374	paul.bunting@windstream.com	Upstate NY/ New England	Sharma Montgomery	646.790.7743	sharma.montgomery@windstream.com	Director - Small Business	Kevin Gorman	585.530.2901	kevin.gorman@windstream.com	Director - Small Business	Keith Nelson	646.562.4099	keith.nelson@windstream.com	Manager 855.221.2141
Central	Cherie Monson	952.238.4695	cherie.monson@windstream.com																													
South	Kelly Wasko	704.319.1090	kelly.wasko@windstream.com																													
West	Wendy Nevala	949.265.2119	wendy.nevala@windstream.com																													
Mid-Atlantic	Paul Bunting	417.425.8374	paul.bunting@windstream.com																													
Upstate NY/ New England	Sharma Montgomery	646.790.7743	sharma.montgomery@windstream.com																													
Director - Small Business	Kevin Gorman	585.530.2901	kevin.gorman@windstream.com																													
Director - Small Business	Keith Nelson	646.562.4099	keith.nelson@windstream.com																													
Level 4	Head of Strategic Channels Matt Milliron matthew.milliron@windstream.com	N/A	Head of Strategic Channels Matt Milliron matthew.milliron@windstream.com	Staff Manager 844.812.3010																												

Additional Repair Escalation Support

(for partner use only; do not provide contact information to customers)

If a request has been opened for a minimum of one hour, an escalation can be submitted.

During Hours: Monday-Friday; 8:00 a.m.-8:00 p.m. ET
855.340.1161 or email win.enterprise.repair.escalations@windstream.com

After Hours: 855.340.1161

Your call will be routed to the 3rd level on-duty ERC Management line. If your call goes to voicemail, please leave a detailed message and it will be emailed to the management team, and you will receive a response within 30 minutes.

Care

For preferred Care and self-service options as well as automated tracking, we recommend opening all Care requests through WE Connect, our new online customer portal.

WE Connect: we.windstream.com

Heritage Windstream Services: 800.600.5050

Heritage Broadview Services: 800.276.2384

If uncertain of the underlying provider, call the Windstream Enterprise toll-free number.

1. All escalations will route through a Project Manager, if assigned. You will receive a packet with all relevant account, order and contact information.
2. If unknown, Channel Partner Support can provide.
3. All Post Install Support escalations for OfficeSuite should be directed to 800.276.2384.