



Uniti ESCALATION

Dark Fiber

833-812-1166

fiberoperations@uniti.com

Cellular Carrier

833-840-6301

noc@uniti.com

Business / Wholesale

877-652-2321

noc@uniti.com

*** Escalations are Granted Hourly***

Level 1 Escalation

(251) 345-6835

fiberoperationsescalation@uniti.com

Level 2 Escalation

(251) 345-6835

fiberoperationsescalation@uniti.com

Level 3 Escalation

(251) 345-6835

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Level 4 Escalation

(251) 345-6835

fiberoperationsescalation@uniti.com

Level 5 Escalation

(251) 345-6835

fiberoperationsescalation@uniti.com

Fiber Ops Manager

(251) 305-4168

DarkFiberManager@uniti.com

Level 1 Escalation

(251) 345-6835

noc.escalations@uniti.com

Level 2 Escalation

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Level 3 Escalation

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noc.escalations@uniti.com

Level 4 Escalation

(251) 345-6835

noc.escalations@uniti.com

Level 5 Escalation

(251) 345-6835

noc.escalations@uniti.com

NOC Manager on Duty

(251) 345-6834

NOCManager@uniti.com

RFO Requests

833-840-6301

RFO.requests@uniti.com

Change Management

833-840-6301

changemgmt@uniti.com

Senior Level Peer to Peer Escalations

Fiber Director Level

Leonard White

(251) 305-4169

FiberDirector@uniti.com

Carrier Director Level

Lee Hartley

(251) 305-4164

CarrierDirector@uniti.com

Operations Director Level

Lee Hartley

(251) 305-4163

OperationsDirector@uniti.com

OPERATIONS Vice President - Doug Parker

(251) 305-4165 OperationsVP@uniti.com

VP DEPUTY DIRECTOR OF NETWORKS - Wrenn Landers

(251) 305-4166 DeputyofNetworks@uniti.com

PRESIDENT OF NETWORKS - Eric Daniels

(251) 305-4167 NetworksPresident@uniti.com