

# Enterprise NOC Contact & Escalation List

We understand that business does not always go as planned. When that happens, we want you to know that Uniti Fiber is always here and ready to help. Whether you receive a notification about an upcoming maintenance to your network or have a question about your bill or one of your services, reach out. We're here. Uniti Cares.

## Contact Information:

**Hours:** 24 x 7 x 365

**Phone:** 877-652-2321

**Email:** [NOC@uniti.com](mailto:NOC@uniti.com)



## Escalations:

Level 1

**Claude Moore**

Enterprise NOC Manager

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Level 4

**Wrenn Landers**

Deputy Director - Network

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Level 2

**Matt Veasey**

Network Operations Director

O: 877-652-2321

M: 601-291-2206

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Level 5

**Eric Daniels**

Sr. Vice President - Network

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M: 251-583-0755

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Level 3

**Robert Ward**

Vice President-Operations

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M: 225-337-0368

[Robert.Ward@uniti.com](mailto:Robert.Ward@uniti.com)



## Maintenance / Change Management:

<b>Standard/Planned Notifications Send To:</b>	<b>Phone:</b> 833-840-6301 <b>Email:</b> <a href="mailto:changemgmt@uniti.com">changemgmt@uniti.com</a>
<b>Emergency Notifications Send To (both):</b>	<b>Phone:</b> 833-840-6301 <b>Email:</b> <a href="mailto:changemgmt@uniti.com">changemgmt@uniti.com</a> <b>Contact:</b> Uniti Fiber Enterprise NOC <b>Email:</b> <a href="mailto:NOC@uniti.com">NOC@uniti.com</a>
<b>Maintenance/Change Windows:</b>	Monday to Friday - midnight to 05:00 local time
<b>Special Instructions:</b>	Standard maintenance notifications to be sent a minimum of seven calendar days in advance, with the exception of emergency maintenances which require VP approval.
<b>Escalations:</b>	<b>Name:</b> Mike Fry, Change Control Manager <b>Phone &amp; Email:</b> 872-742-0620, <a href="mailto:Michael.Fry@uniti.com">Michael.Fry@uniti.com</a>



## New Turn-Up & Testing:

<b>Support Group Information:</b>	<b>Phone:</b> 877-652-2321
<b>Escalations:</b>	<b>For Wholesale/Enterprise Orders Alabama, Florida, Georgia:</b> <b>Name:</b> Chad Emling <b>Cell:</b> 850-291-3262 <b>Email:</b> <a href="mailto:Chad.Emling@uniti.com">Chad.Emling@uniti.com</a>
	<b>For Wholesale/Enterprise Orders Mississippi, Louisiana:</b> <b>Name:</b> Dimitreus Bosworth <b>Cell:</b> 318-372-9357, <b>Office:</b> 318-410-5065 <b>Email:</b> <a href="mailto:dimitreus.bosworth@uniti.com">dimitreus.bosworth@uniti.com</a>
	<b>For Wholesale/Enterprise/Carrier Wireless North East and Texas:</b> <b>Name:</b> Bryan King <b>Cell:</b> 205-222-0628 <b>Email:</b> <a href="mailto:Bryan.King@uniti.com">Bryan.King@uniti.com</a>
	<b>For Wireless Carrier all area except North East and Texas:</b> <b>Name:</b> AJ Kwitzky <b>Cell:</b> 251-776-2430, <b>Office:</b> 251-378-2006 <b>Email:</b> <a href="mailto:AJ.Kwitzky@uniti.com">AJ.Kwitzky@uniti.com</a>

# Managed Services Escalation List



## Escalations:

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Level 1

**Managed Services  
NOC Engineer**

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Level 2

**Lee Hartley**

Managed Services NOC Manager

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Level 3

**Carey Womack**

Managed Services NOC Director

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