Charter Communications Operating, LLC

T.3.4.2 Customer Escalation Process

Charter Communications Technical Support (ETS) Escalation List available 24x7

After one hour, escalate to next level if there is no movement or engage your Client Services representative to escalate on your behalf.

Service Failures escalations

Level	Name	Title	Phone Number
Level 1	Initial trouble report	Tech Support	**866-423-6909 Option 1**
Level 2	Team Lead	Team Lead	833-889-3636
Level 3	Shift Manager	ETS Manager	833-889-7734
Level 4	Debra Beauregard	ETS Director	833-889-3735
	Daniel Rukes		
	Christopher Boyd		
	Khalil Johnson		
	Ian Ochoa		
	Mark Griffin		
	Kevin Bowman		

Client Services escalations

Level	Name	Title	Phone Number
Level 1	Liubov Metchkova	Client Services Manager/ SLA Manager	310-321-8864
Level 2	Cory Dickey	Manager, Client Services	512-962-3504
Level 3	Maria Duran	Director, Client Services	818-835-9932