

Enterprise Client Support (ECS)



Escalation Progression

You must report your issue or concern with Level 1 prior to escalating to Levels 2-6. Allow four hours at each level before progressing to the next Escalation Level.

Escalation Level	Escalate To	Contact Info
LEVEL 1	Request for assistance on new billing concern. Hours of operation are Monday - Friday, 8 AM - 9 PM ET	1-888-812-2591
LEVEL 2	Team Lead	1-833-587-0475
LEVEL 3	Shift Manager	1-833-587-0361
LEVEL 4	Director	1-833-587-0363
LEVEL 5	VP - Jason Thiem	1-980-298-6576
LEVEL 6	GVP - Keith Vivona	1-407-916-0387

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit [enterprise.spectrum.com](#).