

# Enterprise Technical Support (ETS)



## Escalation Progression

A support ticket is created at Level 1 and is necessary to engage Levels 2-6. Allow one hour at each level before progressing to the next Escalation level.

Escalation Level	Escalate To	Contact Info
LEVEL 1	Request for assistance and ticket creation	1-888-812-2591
LEVEL 2	Team Lead	1-833-889-3636
LEVEL 3	Shift Manager	1-833-889-7734
LEVEL 4	Director	1-833-889-3735
LEVEL 5	VP - Jean Ciullo	1-407-916-0156
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](https://enterprise.spectrum.com).

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