

# Spectrum Midsized and Large Business Customer Support



## Escalation Progression

A support ticket is created at Level 1 and is necessary to engage Levels 2-5. Allow one hour at each level before progressing to the next Escalation

| Escalation Level | Escalate To                                | Contact Info   |
|------------------|--------------------------------------------|----------------|
| LEVEL 1          | Request for assistance and ticket creation | 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 |