

CONTACT GUIDE



Billing and Payment Support

BILLING CONTACTS

Our Kinetic Wholesale Billing Teams are committed to providing you with timely answers and communications regarding your billing questions. The contact information below is available for your required assistance.

Three ways to get in touch...

1. Email wci.cabs@windstream.com
2. Call 1-800-351-4241.
3. Contact your Kinetic Wholesale Account Manager.

CABS (Alpha/Numeric BAN)

Level	Contact	Phone	Email
1 – CABS Team		800.351.4241	wci.cabs@windstream.com
2 – Staff Manager	Vicki Tompkins	501.350.1686	vicki.l.tompkins@windstream.com
3 – Senior Director	Steve Weeks	501.529.2680	stephen.weeks@windstream.com

Broadband Billing

Email: wci.kineticwholesale.broadbandsupport@windstream.com

SERVICE DELIVERY CONTACTS

At Kinetic Wholesale, we know delivering solutions on-time is key to the success of your business and customers. Our goal is to ensure we consistently keep our commitments and provide timely communications through the order lifecycle. The contact information below is available for additional assistance. Please allow two (2) hours for a response before moving to the next level.

Kinetic Wholesale (ILEC) – Ethernet, TDM, CSBH, DIA, NNI, Trunking

Level	Contact	Phone	Email
1 – ILEC Wholesale Service Delivery Center	Project Coordinator	800.864.7188	
2 – Service Delivery Manager	Leslie Spencer	704.319.3704	leslie.spencer@windstream.com
3 – Service Delivery Manager	Anjeanette Horne	704.593.3811	anjeanette.horne@windstream.com
4 – Staff Manager	Shawn Sullivan	720.529.7655	shawn.sullivan@windstream.com
5 – Director Wholesale Delivery	Leslie Sampson	864.672.5379	Leslie.Sampson@windstream.com

Kinetic Wholesale (ILEC) – Broadband

Level	Contact	Phone	Email
1 – Project Manager	Project Manager	325.280.0379	hannah.bowen@windstream.com
2 – Service Delivery Manager	Katie Dula	440.822.2830	kathryn.dula@windstream.com
3 – Service Delivery Director	Leslie Sampson	864.672.5379	Leslie.Sampson@windstream.com

SERVICE ASSURANCE – Post Install Repair

At Kinetic Wholesale, we know the performance of our network is critical to the success of your business and customers. Our goal is to ensure we are providing you with meaningful and timely communications. To report trouble with your service, please visit our portal at https://customers.windstreamwholesale.com/login_cust.php, to open a ticket online or contact the Wholesale Network Operations Center – available 24 hours a day, 7 days a week – based on service type below.

If additional support is needed, the escalation contacts provided below are available to assist. Please allow one (1) hour before moving to the next escalation level. Escalation Desk email support is available at escalations at a Level 2 or higher.

TDM

Escalation email support is available at escalation Level 2 or higher.

For technical questions regarding your trouble or for Head-to-Head Testing call 844.946.2662 and reference your trouble ticket number.

Level	Contact	Phone	Email
1 – WSA Technician (24/7)		844.946.2662 Option 1, 2	
2 – Manager of Escalations		833.578.0877 Option 2	win.wsa.tdm.escalation.level2@windstream.com
3 – Sr. Manager of Escalations		833.578.0877 Option 3	win.wsa.tdm.escalation.level3@windstream.com
4 – Staff Manager of Escalations		833.578.0877 Option 4	win.wsa.tdm.escalation.level4@windstream.com
5 – Director of Escalations *	Mimoza, Hema	252.378.9151	win.wsa.tdm.escalation.level5@windstream.com
6 – VP of Escalations *	Kushtrim, Shehu	252.378.9105	win.wsa.tdm.escalation.level6@windstream.com

*Peer to Peer Contact

Waves, Ethernet and Dark Fiber

Escalation email support is available at escalation Level 2 or higher.

For technical questions regarding your trouble or for Head-to-Head Testing call 844.946.2662 and reference your trouble ticket number.

Level	Contact	Phone	Email
1 – WSA Technician (24/7)		844.946.2662 Option 1, 2	WIN.Kinetic.Wholesale.Escalation@windstream.com
2 – Manager of Escalations		888.865.1830 Option 2	WIN.Kinetic.Wholesale.Escalation@windstream.com
3 – Sr. Manager of Escalations		888.865.1830 Option 3	WIN.Kinetic.Wholesale.Escalation@windstream.com
4 – Staff Manager of Escalations		888.865.1830 Option 4	WIN.Kinetic.Wholesale.Escalation.Management@windstream.com
5 – Director of Escalations *	Edward Bland	864.331.8157	WIN.Kinetic.Wholesale.Escalation.Management@windstream.com
6 – VP of Escalations *	Caryn Loffredo	330.405.5269	WIN.Kinetic.Wholesale.Escalation.Management@windstream.com

*Peer to Peer Contact

Kinetic Wholesale Broadband

Level	Phone	Email
Tier II Broadband	866.259.3423	win.kinetic.smb.tier.2.bb@windstream.com

Fiber to the Tower (FTTT)

Fiber to the Tower escalation email support is available at escalation Level 2 or higher.

For technical questions regarding your trouble or for Head-to-Head Testing call 844.946.2662 and reference your trouble ticket number.

Level	Contact	Phone	Email
1 – Manager of Escalations		844.946.2662 Option 1, 2	WIN.Kinetic.FTTT.Repair@windstream.com
2 – Manager of Escalations		844.473.8042	wci.ftt.escalations@windstream.com
3 – Sr. Manager of Escalations		888.865.1830 Option 3	wci.ftt.escalations@windstream.com
4 – Staff Manager of Escalations		888.865.1830 Option 4	wci.ftt.escalations@windstream.com
5 – Director of Escalations *	Edward Bland	864.331.8157	win.fttt.escalation.level5@windstream.com
6 – VP of Escalations *	Caryn Loffredo	330.405.5269	win.fttt.escalation.level6@windstream.com

*Peer to Peer Contact

Scheduled Maintenance

Level	Phone	Email
Scheduled Maintenance	800.236.7284 Option 7, 2	wci.maintenance.notifications@windstream.com