

## Charter CMO Escalation Process

CATEGORY 23 – METROPOLITAN AREA NETWORK ETHERNET and  
 CATEGORY 24 – FLAT RATE INTERNET SERVICES

After one hour, escalate to next level if there is no movement. Please identify yourself as CALNET for priority processing.

### Global Contract Issues

Level	Name	Email	Title	Phone Number
1	Liubov Metchkova	Liubov.Metchkova@Charter.com	Client Services Manager	310-321-8864
2	Cory Dickey	Cory.Dickey@charter.com	Manager, Client Services	512-962-3504
3	Joe Romano	Joe.Romano@Charter.com	Sr. Director, Client Services	303-323-6016

### Service Failures

Level	Name	Email	Title	Phone Number
1	Tech Support	ets@charter.com	Team Lead	866-423-6909 Option 1 ask to speak to a team lead
2	Adnan Ahmed	<a href="mailto:adnan.ahmed@charter.com">adnan.ahmed@charter.com</a>	ETS Manager	877-312-3577 Ext 8044
	Arlene Ray	<a href="mailto:arlene.ray@charter.com">arlene.ray@charter.com</a>		
	Brien Dorcius	<a href="mailto:brien.dorcus@charter.com">brien.dorcus@charter.com</a>		
	Clifford Shawd	<a href="mailto:clifford.shawd@charter.com">clifford.shawd@charter.com</a>		
	Debra Beauregard	<a href="mailto:debra.beauregard@charter.com">debra.beauregard@charter.com</a>		
	Dedrick Colbert	<a href="mailto:dedrick.colbert@charter.com">dedrick.colbert@charter.com</a>		
	Frankie Washington	<a href="mailto:frankie.washington@charter.com">frankie.washington@charter.com</a>		
	Ian Ochoa	<a href="mailto:ian.ochoa@charter.com">ian.ochoa@charter.com</a>		
	Jorge Jimenez	<a href="mailto:jorge.jimenez@charter.com">jorge.jimenez@charter.com</a>		
	Kevin Bowman	<a href="mailto:kevin.bowman@charter.com">kevin.bowman@charter.com</a>		
	Louis Guerrier	<a href="mailto:louis.guerrier@charter.com">louis.guerrier@charter.com</a>		
	Miguel Marquez	<a href="mailto:miguel.marquez@charter.com">miguel.marquez@charter.com</a>		
	Philip Fowler	<a href="mailto:philip.fowler@charter.com">philip.fowler@charter.com</a>		
	Ramon Luciano	<a href="mailto:ramon.luciano@charter.com">ramon.luciano@charter.com</a>		
Robert Eastburn	<a href="mailto:robert.eastburn@charter.com">robert.eastburn@charter.com</a>			

	Ryan Brandt	<a href="mailto:ryan.brandt@charter.com">ryan.brandt@charter.com</a>		
	Sam Cruz	<a href="mailto:sam.cruz@charter.com">sam.cruz@charter.com</a>		
	Steven Blackman	<a href="mailto:steven.blackman@charter.com">steven.blackman@charter.com</a>		
3	Corey Fisch	<a href="mailto:Corey.Fisch@charter.com">Corey.Fisch@charter.com</a>	ETS Director	877-312-3577 Ext 8045
	Ryan McLaughlin	<a href="mailto:Ryan.Mclaughlin@charter.com">Ryan.Mclaughlin@charter.com</a>		
	Amit Sinanan	<a href="mailto:Amit.Sinanan@charter.com">Amit.Sinanan@charter.com</a>		
	Khalil Johnson	<a href="mailto:khalil.johnson@charter.com">khalil.johnson@charter.com</a>		
4	Jean Ciullo	Jean.Ciullo@charter.com	ETS VP	407-288-4599
5	Keith Vivona	Keith.Vivona@charter.com	GVP	203-705-4837

**Specific Customer issues within the Contractor's organization**

Level	Name	Email	Title	Phone Number
1	Liubov Metchkova	Liubov.Metchkova@Charter.com	Client Services Manager	310-321-8864
2	Cory Dickey	Cory.Dickey@charter.com	Manager, Client Services	512-962-3504
3	Joe Romano	Joe.Romano@Charter.com	Sr. Director, Client Services	303-323-6016