

Spectrum Business for enterprise Technical Support



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 - Amit Sinanan	1-407-916-0156
LEVEL 6	GVP - Keith Vivona	1-407-916-0387