

Enterprise and Wholesale Repair

First Level	Customer Portal https://www.brightspeed.com/ew/business/login/ Portal Support: 833-369-1900		
	Pots and HSI Services 833-692-7773	Brightspeed Service Assurance Pri/Electrical/Optical/DWDM 833-363-2888	Local Ethernet/ATM/Frame/DIA 833-363-2907
Second Level	Manager on Duty Network and Infrastructure Services (833) 363-2291		Manager on Duty Pots and Highspeed Internet (833) 363-2301
	Senior Manager (OnCall) Network and Infrastructure Services (833) 363-2305		Senior Manager (OnCall) Pots and Highspeed Internet (833) 363-2330
Third Level	Director (OnCall) Network and Infrastructure Services (833) 363-2311		Director (OnCall) Pots and Highspeed Internet (833) 363-2353
	Director (OnCall) Network and Infrastructure Services (833) 363-2311		Director (OnCall) Pots and Highspeed Internet (833) 363-2353
Fourth Level	Head of Customer Experience Leah Thornton Service Assurance and Repair (833) 363-2320		
Fifth Level	Head of Customer Experience Leah Thornton Service Assurance and Repair (833) 363-2320		