

## Enterprise and Wholesale Repair

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