

Crown Castle Customer Escalation Process

The escalation path is for the following:

- Service Category 23 – Ethernet Services
- Service Category 24 – Dedicated Internet
- Service Category 25 – Burstable Internet

Escalation Level	Name	Title	Contact Information
1st Level	On Duty	Shift Managers	(833) 434-0509 fibersupport@crowncastle.com
2nd Level	Steve Cassianos	Manager, NOC	O: (212) 337-4083 C: (646) 745-4023 Steve.cassianos@crowncastle.com
3rd Level	Miles O’Shaughnessy	Senior Mgr, Noc	O: (631) 300-3781 C: (631) 774-2412 miles.oshaughnessy@crowncastle.com
4th Level	Stephen George	Director, Network Assurance	O: (978) 268-9370 C: (781) 254-8795 Stephen.george@crowncastle.com

Escalation: After initial report, escalate every hour as needed. The timeframe provided is a recommendation and may differ based on the level of severity and customers’ needs.