



TDS Network Management Operations

Please contact the Network Management Team for all circuit related issues

1-888-790-1216

1st Level Escalations are addressed by our NOC Technicians. If a ticket is opened and a carrier is not satisfied with how the trouble was handled or is being handled. (Time for Resolution, updates, or anything else not meeting your expectations.) Please ask for 1st level escalation to the Field Service Technician. The **Field Service Technician** has ownership of issue and will take appropriate action to ensure timely resolution.

2nd Level Escalation. If the carrier has worked with 1st level and is not satisfied with the handling or resolution of a trouble, please ask for a 2nd level escalation to the Field Service Manager for the market that the circuit is being worked. If required, please ask to speak with the **Field Service Manager** when utilizing a 2nd level escalation.

3rd Level Escalation. If the carrier has worked with 2nd level Field Service Manager and is not satisfied with resolution or handling of a trouble, please ask for a 3rd level escalation to the Regional Field Service Manager for the market that the circuit is being worked. If required, please ask to speak to the **Regional Field Service Manager** when utilizing a 3rd level escalation.

4th Level Escalation. If the carrier has worked with 3rd level Regional Field Service Manager and is not satisfied with the resolution or handling of the trouble, please ask for a 4th level escalation to the VP of TDS Field Services. If required, please ask to be conferenced in with the **Vice President of TDS Field Services** when utilizing 4th escalation.

Escalation Intervals

1st Level Escalation – 2 Hours after trouble is reported to TDS NOC.

2nd Level Escalation – 1 Hour after 1st level was granted.

3rd Level Escalation – 1 Hour after 2nd level was granted.

4th Level Escalation – 1 Hour after 3rd Level was granted.

All escalations are initiated by the TDS Network Operations Center
888-790-1216

If contact is required for an escalation contact, please call 888-790-1216, you will be conferenced in with the specific level of contact working the trouble.