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| **Repair Contacts** | **Mass Market Repair Center** | | **Enterprise Repair Center**    **DS1/DS3 Products** |
| **POTS Lines** | **DS0 2- Wire Non-Loaded and Analog Loops** |
| Initial Trouble Report | 800-223-7881  VRU Option 1 then continue to follow the VRU menu. | 800-223-7881  VRU Option 4 then continue to follow the VRU menu.  or  Utilize Electronic Bonding which is the preferred & most effective method. | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM    [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/) |
| Status:  Status gives information on the progress of the ticket submitted. | 800-223-7881    VRU Option 1 then continue to follow the VRU menu. | 800-223-7881  VRU Option 4 then continue to follow the VRU menu.  or  Utilize Electronic Bonding which is the preferred & most effective method. | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM    [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/) |
| **For all Levels of Escalation please include the following:**   * **Contact Name and Number** * **Level of Escalation** * **Ticket Number and appropriate information**     **Note: Escalation steps need to be followed in Level order.** | | | |
| **Escalations: Level I**    Level one escalation will be directed to and handled by a center technician. | 800-223-7881    VRU Option 1 then continue to follow the VRU menu. | 800-223-7881  VRU Option 4 then continue to follow the VRU menu.  or  Utilize Electronic Bonding which is the preferred & most effective method. | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM    [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/) |
| **Escalations: Level II**   Level two escalations will be directed to a center technician and will be referred to the appropriate Line/Center Supervisor if requested. | 800-223-7881    VRU Option 1 then continue to follow the VRU menu. | 800-223-7881  VRU Option 4 then continue to follow the VRU menu.  or  Utilize Electronic Bonding which is the preferred & most effective method. | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM    [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/) |
| **Escalations: Level III**    Level three escalations will be directed to a center technician and will be referred to the appropriate Line/Center Manager if requested. | 800-223-7881    VRU Option 1 then continue to follow the VRU menu. | 800-223-7881  VRU Option 4 then continue to follow the VRU menu.  or  Utilize Electronic Bonding which is the preferred & most effective method. | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM    [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/) |
| **Escalations: Level IV**    Level four escalations should be directed to a center technician and will be referred to the appropriate Line/Center Director if requested. | 800-223-7881    VRU Option 1 then continue to follow the VRU menu. | 800-223-7881  VRU Option 4 then continue to follow the VRU menu.  or  Utilize Electronic Bonding which is the preferred & most effective method. | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM    [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/) |
| **Escalations: Level V**  Level five escalations should be directed to a center technician and will be referred to the appropriate Line/Center Vice President if requested. | 800-223-7881    VRU Option 1 then continue to follow the VRU menu. | 800-223-7881  VRU Option 4 then continue to follow the VRU menu.  or  Utilize Electronic Bonding which is the preferred & most effective method. | Follow the escalation matrix for Local ILEC Services – Electrical/Optical/DWDM    [**Enterprise and Wholesale Repair Escalation Matrix**](https://repairescalations.lumen.com/) |
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| **REPAIR NUMBER** |  |  | **Information to Provide** |
| Initial Trouble Report | 911 TRUNKS | 800-357-0911 | Circuit ID or 2/6 code |
|  | Telecommunications Service Priority (TSP) | 800-223-7881 | Telephone Number (Non-Designed),  Circuit ID or 2/6 Code (Designed)  Telecommunications Service Priority (TSP) Code |