



Enterprise Client Support (ECS)

Escalation Progression

A support ticket is created at Level 1 and is necessary to engage Levels 2-6. Allow four hours at each level before progressing to the next Escalation level.

Escalation Level	Escalate To	Contact Info
LEVEL 1	Request for assistance and ticket creation	1-888-812-2591
LEVEL 2	Team Lead	1-833-587-0475
LEVEL 3	Shift Manager	1-833-587-0361
LEVEL 4	Director	1-833-587-0363
LEVEL 5	VP - Jason Thiem	1-980-298-6576
LEVEL 6	GVP - Keith Vivona	1-407-916-0387

Did you notice our new logo?

While we recently changed our name from Spectrum Enterprise® to Spectrum Business®, you will continue to receive the same exceptional service you've come to expect.

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