

Wholesale Service Center Contact Service Times

11/03/08

When contacting the WSC, please provide the representative with your valid LSR/ASR Purchase Order Number (PON), Order Number, and sufficient information such as urgency level and expectation. To ensure the best service, the representative must be provided a reasonable opportunity to resolve the issue. In the rare event your expectations are not met, please share with the representative that you are not satisfied and would like additional support from them, up to and including referral for Escalation. Upon referral for Escalation, you will be provided an Escalation Tracking Number and agreed status in 2 hours. Please make note of your tracking number for future reference.

If after 2 hours you have not received an update please contact the next level on the Escalation list FairPoint Team Leader. Telephone number provided on Escalation lists.

If after 2 hours you have not received an update please contact the next level on the Escalation list FairPoint Center Manager. Telephone number provided on Escalation lists.

If after 2 hours you have not received an update please contact the next level on the Escalation list FairPoint Service Manager. Telephone number provided on Escalation lists.

If after 2 hours you have not received an update please contact the next level on the Escalation list FairPoint Support Manager. Telephone number provided on Escalation lists.

If after 2 hours you have not received an update please contact the next level on the Escalation list FairPoint AVP Wholesale Customer Service. Telephone number provided on Escalation lists.