ESCALATION LIST ▪ PARTNER SUPPORT

WE ARE BCN

A single source provider helping business customers find simplicity in complex multi-location, multi-network technology deployments based on the portfolios of 75+ wholesale network partners.

SINGLE PROVIDER

A single-source for custom-configured solutions.

UNIFIED BILLING

All services at all locations on one monthly invoice.

CUSTOMER CARE

Single point of contact for U.S.-based support.

OUR LEGACY

26 years of experience and thousands of business customers.

1st Level Partner Support	Partner Support Specialist	888.866.7266 Option 8 partnersupport@bcntele.com
2nd Level Jennifer Hajel	Partner Support Manager	888.866.7266 ext. 5971 jhajel@bcntele.com
3rd Level Michael Ginsburg	Vice President Sales	888.866.7266 ext. 5969 mginsburg@bcntele.com
4th Level Julian Jacquez	President & COO	888.866.7266 ext. 5597 jjacquez@bcntele.com

WITH BCN COMPLEX NEVER MEANS COMPLICATED

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Toll Free / Long Distance

1st Level Provisioning Department	Order Provisioner	866.836.4686 Option 1
2nd Level Erika Castro Seche	Provisioning Manager	866.836.4686 ext. 4296 ecastro@bcntele.com
3rd Level Jeanette Toledo	Escalation Manager	866.836.4686 ext. 4255 jtoledo@bcntele.com
4th Level Andrew Rosen	VP Operations & IT Services	866.836.4686 ext. 4257 arosen@bcntele.com

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Local

1st Level Provisioning Department	Order Provisioner	866.836.4686 Option 1
2nd Level Patrick Predestin	Provisioning Supervisor	866.836.4686 ext. 4298 ppredestin@bcntele.com
3rd Level Erika Castro Seche	Provisioning Manager	866.836.4686 ext. 4296 ecastro@bcntele.com
4th Level Jeanette Toledo	Escalation Manager	866.836.4686 ext. 4255 jtoledo@bcntele.com
5th Level Andrew Rosen	VP Operations & IT Services	866.836.4686 ext. 4257 arosen@bcntele.com

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Broadband

1st Level Provisioning Department	Order Provisioner	866.836.4686 Option 1
2nd Level Patrick Predestin	Provisioning Supervisor	866.836.4686 ext. 4298 ppredestin@bcntele.com
3rd Level Erika Castro Seche	Provisioning Manager	866.836.4686 ext. 4296 ecastro@bcntele.com
4th Level Jeanette Toledo	Escalation Manager	866.836.4686 ext. 4255 jtoledo@bcntele.com
5th Level Andrew Rosen	VP Operations & IT Services	866.836.4686 ext. 4257 arosen@bcntele.com

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Dedicated & Complex Services

1st Level Provisioning Department	Order Provisioner	866.836.4686 Option 1
2nd Level Liz Vigil	Provisioning Supervisor	866.836.4686 ext. 4283 lvigil@bcntele.com
3rd Level Erika Castro Seche	Provisioning Manager	866.836.4686 ext. 4296 ecastro@bcntele.com
4th Level Jeanette Toledo	Escalation Manager	866.836.4686 ext. 4255 jtoledo@bcntele.com
5th Level Andrew Rosen	VP Operations & IT Services	866.836.4686 ext. 4257 arosen@bcntele.com

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ESCALATION LIST ▪ CUSTOMER SERVICE

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OUR LEGACY

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1st Level Customer Service	Customer Service Specialist	888.866.7266 customerservice@bcntele.com
2nd Level Candice Debrosse	Supervisor, Customer Service	888.866.7266 ext. 5964 cdebrosse@bcntele.com
3rd Level Ebony Knott	Manager, Customer Service	888.866.7266 ext. 5598 eknott@bcntele.com
4th Level Jeanne Duca	VP Brand & Experience	908.367.5965 jduca@bcntele.com

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ESCALATION LIST ▪ REPAIR GROUP

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UNIFIED BILLING

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CUSTOMER CARE

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OUR LEGACY

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1st Level Repair Department	Repair Specialist	888.866.7266 Option 1 repairservice@bcntele.com
2nd Level Paul Barbour	Repair Supervisor	866.836.4686 ext. 4293 561.400.6577 Mobile pbarbour@bcntele.com
3rd Level Tonya Miles	Repair Manager	866.836.4686 ext. 4292 561.757.0595 Mobile tmiles@bcntele.com
4th Level Jeanette Toledo	Escalation Manager	866.836.4686 ext. 4255 jtoledo@bcntele.com
5th Level Andrew Rosen	VP of Operations & IT Services	866.836.4686 ext. 4257 arosen@bcntele.com

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ESCALATION LIST ▪ AFTER HOURS SERVICE & REPAIR

1st Level On Call Services	Repair Specialist	888.866.7266 Option 1
2nd Level Paul Barbour	Repair Supervisor	561.400.6577 Mobile
3rd Level Tonya Miles	Repair Manager	561.757.0595 Mobile
4th Level Jeanette Toledo	Escalation Manager	954.257.9264 Mobile
5th Level Andrew Rosen	VP Operations & IT Services	561.715.3556 Mobile

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