



Post-Installation Service Support

If you are experiencing service difficulties, please contact UPN's Service Team at **1-866-963-4237** and reference the UPN contract number. The UPN Service team is available 24 hours a day to assist you with any service issues and should be your first call to ensure prompt service issue resolution.

**REPORT SERVICE ISSUES TO
UPN NOC
AVAILABLE 24 HOURS A DAY
1-866-963-4237**

Once an issue has been reported to the UPN NOC, the escalation process provides another method for obtaining information and resolutions. See regional escalation contact information below.

Regional Service Escalation Contact List

If an issue has already been reported and you need further information regarding the service issue resolution, please refer to the service escalation contact list below.			
Level	Name	Email	Cell#
1 st	Jamey Crubaugh NOC Manager	jamey.crubaugh@upnfiber.com	816-381-0278
2 nd	Marcus Prieto Director - Network Operations Center	marcus.prieto@upnfiber.com	816-591-3045
3 rd	Vincent Herrera - Albuquerque Regional Vice President	vincent.herrera@upnfiber.com	505-301-9124
4 th	Jimmy Chapman Vice President, South Operations	jimmy.chapman@upnfiber.com	816-656-1281
5 th	Thomas Pope Sr. VP, Operations	thomas.pope@upnfiber.com	704-290-4671
6 th	Chad Senglaub Chief Operations & Technology Officer	chad.senglaub@upnfiber.com	816-500-9935

Billing Support

For questions regarding billing or invoices, please contact the UPN Accounting Department at customercare@upnfiber.com.

UPN Customer Portal

Contact Nicole Glazier at nicole.glazier@upnfiber.com for information.