



## **Broadview Networks Customer Service Record (CSR) Process**

**Effective:** 11/20/2004

### **CSR Requests:**

- All CSR requests should be requested by accessing Broadview Networks CLEC Support web-center.
- The request should be made with the customers correct BTN.
- The carrier reps e-mail address will be required for the return of the CSR.
- Broadview Networks does not require a Letter Of Authorization at the time a CSR is requested. Only an acknowledgment that a LOA has been obtained and on file by the winning carrier. However, Broadview Networks has the right to request one at any time. It is the winning carriers responsibility to have this document on file if Broadview Network requests a copy to be forwarded.

### **CSR Response:**

- A CSR will be sent to the email address of the requesting party within 48 hours of the original request.

### **CSR Escalations Process:**

#### **Escalation and contact information:**

<b>1st Level</b>	<b>lsrorder@broadviewnet.com</b> <b>LNP Dept Number 718-947-8685</b>	<b>All First Inquires must directed here</b>
<b>2nd Level</b>	<b>Jason Wagner -</b> <b>jwagner@broadviewnet.com</b>	<b>718-947-8551</b>
<b>3rd Level</b>	<b>Cynthia Pieters -</b> <b>cpieters@broadviewnet.com</b>	<b>718-947-8719</b>
<b>4th Level</b>	<b>Melissa Paredes -</b> <b>mparedes@broadviewnet.com</b>	<b>718-947-8648</b>
<b>5th Level</b>	<b>Brian Miraval -</b> <b>bmiraval@broadviewnet.com</b>	<b>718-947-8693</b>

**Escalation Procedure:**

- All escalations should begin with either e-mail [lsrorder@broadviewnet.com](mailto:lsrorder@broadviewnet.com) or contacting Broadview Networks LNP department at 718-947-8685.
- Escalations should follow appropriate levels on our escalation list above. Please afford each level of escalation professional courtesy to reply to a voicemail or e-mail prior to escalating to the next level.
- If a response on an escalation is not received in an appropriate time frame (4 – 8 hours), an escalation to the next level can be made.