

Account Team Hierarchy

CTL Account Team Contacts

CONTACT SALES	TITLE	NUMBER	EMAIL	ROLE	LEVEL OF ESCALATION
Tim Gimbel	Premier Account Manager	WK 215-253-4730 CELL 609-923-1578	j.gibson@centurylink.com	Overall customer satisfaction, contract drafting/compliance, pricing requests, proposals	1st
Lee Sang	Mgr Sales II - BMG	WK 973-660-4235 CELL 917-856-7966	sang.w.lee@centurylink.com	Sales Manager	2nd
Jason Bobb	Director Sales - BMG	WK 215-586-3030 CELL 610-247-3907	jason.bobb@centurylink.com	Director of Sales	3rd
SALES SUPPORT - PRE-SALES					
Chris Pitcherello	Sales Engineer	WK 732-767-2473	christopher.pitcherello@centurylink.com	Provides technical assistance (defining technical solutions, network diagrams, network availability, etc.)	1st
Brian Stabile	Manager Sales Engineering	WK 732-767-2451 CELL 732-796-8596	brian.stabile@centurylink.com	Sales Engineering Manager	2nd
Gary Sloper	Director Pre-Sales Engineering	WK 857-233-0848 CELL 781-710-2897	gary.sloper@centurylink.com	Director Pre-Sales Engineering	3rd
SALES SUPPORT - POST-SALES					
Jennifer Toal	Account Consultant	WK 212-282-1072 CELL 201-452-9138	jennifer.toal@centurylink.com	Order Implementation (Tracking/Status Reporting), Billing Support (Audits, Credits)	1st
Jennifer Pratt	Manager Post Sales Engineering	WK 732-767-2460 CELL 732-241-6586	jennifer.pratt@centurylink.com	Manager Post Sales Engineering	2nd
Joe Nestor	Director Sales Operations	WK 704-837-7630 CELL 704-965-3109	joe.nestor@centurylink.com	Director of Operations	3rd
Dan Edwards	Service Manager	WK 919-323-8803 CELL 919-337-5730	Daniel.edwardsjr@centurylink.com	Trouble Ticket and Maintenance Escalation	1st
Steve Cosslett	Manager Post Sales Engineering -	WK 212-282-1071 CELL 914-500-7159	Stephen.cosslett@centurylink.com	Manager Post Sales Engineering	2nd
Gary Sloper	Director Pre-Sales Engineering	WK 857-233-0848 CELL 781-710-2897	gary.sloper@centurylink.com	Director Pre-Sales Engineering	3rd

Additional Contacts & Resources

DEPARTMENT	DESCRIPTION	NUMBER	EMAIL
General Repair	Trouble tickets for Network Services	800-524-5249 800-214-8043	
General Repair Legacy CenturyLink	Trouble tickets for Network Services	800-786-6272	
Control Center/Bill Analyzer	Control Center Web Portal Helpdesk	877-726-6875 Option 1	control.center@centurylink.com
Interroute International Repair	Maintenance for Network Services (Romania)	011-420-225352904	
Activations	Narrowband (DS1 and below)	800-527-1361	
Activations	Broadband (DS3 and higher)	866-323-2244	
Activations	Data	877-860-3282	
Activations	Voice	800-860-6403 Opt 3, Opt 2	