



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 100+ 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

Decades of experience and thousands of business customers.

1st Level Partner Support	Partner Support Specialist	888.866.7266 Option 8 partnersupport@bcntele.com
2nd Level Kelly Kenny	Partner Support Supervisor	888.866.7266 ext. 5932 kkenny@bcntele.com
3rd Level Jennifer Hajel	Partner Support Manager	888.866.7266 ext. 5971 jhajel@bcntele.com
4th Level Michael Ginsburg	Vice President Sales	888.866.7266 ext. 5969 mginsburg@bcntele.com

WITH BCN COMPLEX NEVER MEANS COMPLICATED

A single source solutions provider helping business customers find simplicity in complex multi-location, multi-service, multi-network technology deployments. Our expert teams deliver solutions crafted from the best-in-class portfolios of more than 100 unique wholesale network partners. BCN offers traditional and cloud-based voice, a variety of Internet access and wireless options, SD-WAN, Managed Equipment, Network Monitoring, Security, and more. In addition, BCN provides customers with one monthly invoice for all services and a state-of-the-art portal to manage their BCN business. BCN is recognized for an overall ease of doing business, the accessibility and responsiveness of the entire team, and our superior service and support.



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Toll Free / Long Distance / E-Fax

**1st Level
Provisioning Department**

Order Provisioner

866.836.4686 Option 1

**2nd Level
Lydelle Browne**

Provisioning Supervisor

**866.836.4686 ext. 4295
lbrowne@bcntele.com**

**3rd Level
Erika Castro Seche**

Provisioning Manager

**866.836.4686 ext. 4296
ecastro@bcntele.com**

**4th Level
Andrew Rosen**

VP Operations & IT Services

**866.836.4686 ext. 4257
arosen@bcntele.com**

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Local Complex

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**3rd Level
Erika Castro Seche**

Provisioning Manager

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Broadband & Wireless

1st Level Provisioning Department	Order Provisioner	866.836.4686 Option 1
2nd Level Mery Apaza	Sr. Broadband & Wireless Provisioner	888.866.7266 Ext: 4288 mapaza@bcntele.com
3rd Level Patrick Predestin	Provisioning Supervisor	866.836.4686 ext. 4298 ppredestin@bcntele.com
4th Level Erika Castro Seche	Provisioning Manager	866.836.4686 ext. 4296 ecastro@bcntele.com
5th Level Andrew Rosen	VP Operations & IT Services	866.836.4686 ext. 4257 arosen@bcntele.com

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Managed Network & IP Voice 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
Andrew Rosen**

VP Operations & IT Services

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

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2nd Level Paul Barbour	Service Assurance Supervisor	561.400.6577 Mobile
3rd Level Tonya Miles	Service Assurance Manager	561.757.0595 Mobile
4th Level Andrew Rosen	VP Operations & IT Services	561.715.3556 Mobile

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