



AT&T Dark Fiber

February 2026

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Dark Fiber

Repair Process

1

Open Ticket

Email CNMSupv@att.com following details:

- Location including city/state (A location || Z location).
- Circuit ID & associated ticket number
- Any testing or isolation efforts they performed such as an OTDR measurement/footage directing AT&T in the direction to dispatch to for repair etc

2

Escalation Level 1

If no response to email communication after one hour call CNMC @ 800-622-7378 opt 2.

Updates should be forth coming every two hours unless access prevents technicians to accomplish tasks.

3

Escalation Level 2

- Diana Guilford 404-771-3726, daytime hours M-F
- Rod Bohn 470-998-9874, evening hours M-F
- (Out of hours) Director Duty: (770) 761-6755

4

Escalation Level 3

Trevor Morris

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AT&T Business