



## CUSTOMER REPAIR

If you are experiencing an outage condition, degradation of service, or damage on your network, please contact FirstLight at our **24/7** Customer Repair Center.

Urgent Requests by Telephone	Non-Urgent Request by Email
1-833-484-0404	Repair@firstlight.net

## Customer Information Required for Escalation

Trouble Ticket Number Assigned or Customer Account ID Number

## EMERGENCY ESCALATION LIST

If at any point you feel additional escalation is required in response to your inquiry you may utilize the following escalation list to involve additional resources and bring greater visibility to your event.

Escalation Level	Business Location by State	Contact Name	Office Telephone	Mobile Telephone
Level 1 - Supervisor	All	Jeff Robins	585-433-6543	585-474-9735
Level 2 - Manager	NY, VT, PA	Dan Lynck	585-433-6549	585-314-4241
	ME, NH, MA	Jeff Royal	603-766-1459	603-812-7627
Level 3 – Director	All	Eric Gustafson	585-433-6607	585-698-4057
Level 4 – Vice President	All	Jeremy Hotchkiss	585-433-6537	585-738-3099
Level 5 – Executive, CIO & GM	All	Scott Gilbert	518-694-8777	518-424-7400

### **Alternative Customer Repair Telephone Numbers for use when toll free is unavailable**

Local Number (585) 433-6688  
or  
Alternate Phone (585) 755-5548