Trouble Reporting and Escalation Procedures

Carrier / Wholesale NOC
855-293-0779 (518-694-8790)

TROUBLE REPORTING, MAINTENANCE, OR NEW CARRIER SERVICE TURN UP

The FirstLight Fiber Network Operations Center (NOC) provides network monitoring and technical support 24/7/365.

Calls and emails to the FirstLight NOC will be answered by our trained NOC Technicians. In addition to proactively monitoring the FirstLight core network and carrier customer services, the NOC provides outgoing notifications of planned carrier maintenance events and provides test and turn up support for new service activations.

If you experience an issue with a FirstLight provided service, please contact the NOC immediately. The NOC will establish a Ticket number to document your event, and ensure the right resources are engaged to address your need.

When submitting your initial request, please provide the following information;
- Company Name
- Callback contact name and number
- Type of Service (for example, Cellular Ethernet Backhaul, dark fiber, EPL, EvPL, Internet, etc)
- Associated FirstLight Circuit ID
- Associated Service Addresses (A and Z ends of service)
- Description of problem

The FirstLight NOC may be contacted in the following manner;

FirstLight NOC Carrier/Wholesale Hotline
855-293-0779 (518-694-8790)

FirstLight NOC Email (Non-Emergency reports only)
NOC@firstlight.net

ESCALATION PROCESS

Upon establishment of your Ticket, the NOC will engage the necessary resources to address your need. The NOC will provide regular updates on your ticket status.

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

FirstLight Carrier/Wholesale Escalation Process

#	Title	Name	Email	Office #	Mobile #
1st	NOC	NOC technician	NOC@firstlight.net	855-293-0779	N/A
2nd	NOC Manager	Anthony Lauderdale	alauderdale@firstlight.net	855-293-0779	518-918-9398
3rd	NOC Director	Jim Fenton	jfenton@firstlight.net	855-293-0779	518-915-3222
4th	VP of Network Operations	Steve Bond	sbond@firstlight.net	603-766-3334	603-812-8602
5th	EVP and Chief Operations Officer	Brandon Peyton	bpeyton@firstlight.net	802-376-9891	518-512-8371