



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

New! Incidents and Service Requests can also be submitted using our **Customer Ticketing Portal**. If you have not signed up and are interested, please contact our Customer Service team during business hours at 1-888-832-4976. Option 3, 1.

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	Contact	Office Phone	Mobile Phone
Level 1- Manager	Dan Lynck	585-433-6549	585-433-9112
	Jeff Royal	603-766-1459	
Level 2- Senior Manager	Patrick Lizzi	585-433-6543	585-944-9467
Level 3- Director	Adam Bhame	585-433-6612	585-314-0624
Level 4 - Vice President	Eric Gustafson	585-433-6607	585-698-4057
Level 5 - Executive, CSO	Jeremy Hotchkiss	585-433-6537	585-738-3099

Alternative Customer Repair Telephone Number

For Use When Toll Free is Unavailable

585-433-6688