



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	Phone Number
Level 1- Manager	Dan Lynck	585-433-9112
	Jeff Royal	
Level 2- Senior Manager	Patrick Lizzi	585-433-6543
Level 3- Director	Adam Bhame	585-433-6612
Level 4 - Vice President	Eric Gustafson	315-246-8933
Level 5 - Executive, CSO	Jeremy Hotchkiss	585-433-6537

Alternative Customer Repair Telephone Number

For Use When Toll Free is Unavailable

585-433-6688