



Data Center and Cloud Support

If you have an inquiry, or are experiencing a service issue, please contact our **24/7** Data Center and Cloud Support Teams.

Urgent Requests by Telephone	Non-Urgent Request by Email
1-833-484-0404 Options 2, 2, 2	Data Center - fdc@firstlight.net
1-833-484-0404 Options 2, 2, 2	Cloud Support - cloudsupport@firstlight.net
1-833-484-0404 Options 2, 2, 1	Cloud (Managed) Services - cloudservices@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	Role/Department	Contact Name	Office Telephone	Mobile Telephone
Level 1 – DC Support	All		802-861-9210	
Level 2 – Manager	Cloud Engineering	Contact Cloud Director		
	Cloud Services	Contact Cloud Director		
	Data Center / Security Services	Brent Hartigan	802-861-9152	802-999-6084
Level 3 – Director	Cloud	Derek VanderTang	518-694-8700	703-483-1826
Level 4 – Senior Director	Data Center	Jeff Prack	518-694-7983	518-810-7743
Level 5 – Executive	CTO	Brandon Peyton	802-376-9891	518-512-8371