



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 Services Teams.

| Urgent Requests by Telephone | Non-Urgent Request by Email |
|--------------------------------|---|
| 1-833-484-0404 Options 2, 2, 1 | Cloud Support Services – ticketsupport@firstlight.net |
| 1-833-484-0404 Options 2, 2, 2 | Data Center & Colocation – fldc@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 | Curt Zingg | 603-766-2367 | 603-560-4314 |
| | Cloud Services | Kris Haight | 518-694-8717 | 617-953-1257 |
| | 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 | SVP Network Engineering | Brandon Peyton | 802-376-9891 | 518-512-8371 |