Network Operations Center

If you are experiencing an outage condition, degradation of service, or damage on your network, please contact FirstLight at our 24/7 Network Operations Center.

Urgent Requests by Telephone	Non-Urgent Request by Email
1-833-484-0404 Options 2, 2, 1 1-833-484-0404 Options 2, 2, 2	Cloud Support Services – cloud_repair@firstlight.net 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	Phone Number
Level 1 – Cloud Manager – Jason Sutherland Level 1 – DC / Colo Manager – Brent Hartigan	617-379-5470 802-999-6084
Level 2- Director – Jason Mohr	585-433-6136
Level 3 - Vice President - Eric Gustafson	315-246-8933
Level 4 – Senior Vice President - Jeremy Hotchkiss	585-433-6537

Alternative NOC Telephone Number

For Use When Toll Free is Unavailable

585-433-6688