



Network Operations Center

If you have an inquiry, or are experiencing a service issue, please contact FirstLight at our 24x7 Network Operations Center.

Urgent Requests by Telephone	Non-Urgent Request by Email
1-833-484-0404 Options 2, 2 1-833-484-0404 Options 2, 3	Colocation & DC Site Access - fldc@firstlight.net All other services - Repair@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 incident.

Escalation Level	Phone Number
Level 1 - On-Duty Shift Supervisor or Manager	585-433-9112
Level 2- Senior NOC Manager Greg DeRuyter Patrick Lizzi	585-433-2441
Level 3 - Director Adam Bhame	585-433-6612
Level 4 - Vice President Eric Gustafson	315-246-8933
Level 5 - Senior Vice President Jeremy Hotchkiss	585-433-6537

Alternative NOC Telephone Number

For Use When Toll Free is Unavailable

585-433-6688