



Ticketing Portal Overview

Access the **Ticketing Portal** on the FirstLight home page in the very top menu bar under **Customer Support**

Customer Support | Customer Login | Pay My Bill



[Home](#) [Services >](#) [Solutions >](#) [Partner >](#) [Resources >](#) [About Us >](#) [News & Events >](#)

Click on **Network Operations Center**, then **Access Ticketing Portal**

Network Operations Center

Our geographically diverse 24x7x365 Network Operations Center (NOC) provides technical assistance for your home and business.

Colocation & DC site access: 1-833-484-0404 Options 2, 2 –or– fldc@firstlight.net

All other services: 1-833-484-0404 Options 2, 3 –or– Repair@firstlight.net

[Access Ticketing Portal](#)

Customer Service & Billing

+

Customer Support in Maine

+

Escalation Process – NOC

+

Battery Backup

+

- The first time you access the Ticketing Portal, click **Request A Login**
- Fill out the necessary information and **Submit**
- We will send you an email so you can change your account password and log in to the Ticketing Portal



Username

Password

[Log in](#)

Forgot your password?

Don't have a login? [Request a login.](#)

Please enter your contact information and click Submit to send your request to FirstLight Customer Support.

* First Name

* Last Name

* Email

Phone

* Company Name

Account Number

Enter your FirstLight account number if you know it.

[Cancel](#)

[Submit](#)

Case Creation

A list of all locations and services will be listed. Use the filter options to find the services required.



Home

New Case**New Case****Service Configurations (123)**

Showing 50 of 123 records • Sorted by Account Name, Z Address, Circuit Id / Phone Number Last Update 4/21/2026, 10:01:15 AM

Account Name



Acct #



Service Address



Circuit Id or Telephone Number



Serv Type / Serv Qualifier



Fill out the pertinent information for the FirstLight NOC technician to review the case and begin initial investigation.

Customer Case Number

Hours of Access

Case Information

Case Type ⓘ

Technical Issue

Contact Name

Adam Bham (bham7@gmail.com) (P:none / M:none)

If contact email or phone is not correct, please indicate the corrections in the Description field below.

Request Type

--None--

Category

--None--

Sub-Category

--None--

Summary

Subject

Description

Subject: a short summary of the case

Description: additional information to help the support team

Customer Case Number

Hours of Access

Case Information

Case Type ⓘ

Technical Issue

Contact Name

Adam Bham (bham7@gmail.com) (P:none / M:none)

If contact email or phone is not correct, please indicate the corrections in the Description field below.

Request Type

--None--

Category

--None--

Sub-Category

--None--

Summary

Subject

Description

Request Type Options
The type of technical issue you are experiencing

Request Type

--None--

✓ --None--

Technical Issue - Voice

Technical Issue - Data

Technical Issue - Dark Fiber

Technical Issue - Cloud

Technical issue - Multiple

Category Options
The category the issue falls under

✓ --None--

Cannot Call Out

Cannot Receive Calls

Call Quality

Feature Trouble

Faxing

UPS-Battery Issue

Sub-Category
Further clarification of the issue

✓ --None--

Local

Long Distance

Toll Free

International

Reached Recording

Reached Wrong Number

Post Dial Delay (PDD)

Check Case Status Here

[Home](#)[New Case](#)

Cases

Open Cases (Customer) ▼

1 item •	LIST VIEWS
	All Cases (Customer)
1	Closed Cases (Customer)
	My Cases (Contact)
	✓ Open Cases (Customer)
	Pending Customer Review (Customer)

Case Status Definitions

- **All Cases:** All tickets last 90 days independent of status
- **Closed Cases:** Previous tickets for the last 90 days
- **My Cases:** Specific to the customer that opened a case
- **Open Cases:** All tickets currently opened and being worked by FirstLight
- **Pending Customer Review:** Any cases waiting for customer response

- **Case Updates:** All public notes will be visible to the customer in the portal.
- **New Note:** You can send notes directly into our ticketing system using the **New Note** button.
 - Updates will also appear in Case Updates
- **Add Service:** Add services if further issues are recognized after the case is created.

New Note

Add Attachment

Created By	John Smith	Case Type	Technical Issue	Contact Name	John Smith		
Created Date	4/21/2026 10:11 AM	Request Type	Technical Issue - Voice	Contact Email	jsmith@company.com	Hours of Access	24/7
		Category	Cannot Call Out	Contact Phone	none	Customer Case Number	
Description NOC Test Case							

 Case Services Configuration (1)

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Add Service

1 item • Updated 5 minutes ago

Service Configuration	Service Type	Z Address	Has Type II	Status	TSP Code
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Case Updates

 4/21/2026, 10:11 | John Smith

New Case Created

Case created.

- This page provides the description of the case as well as the resolution details.
- Use the **New Note** option to provide additional information, note further issues, or confirm resolution. You can make notes on the case until it is closed.
- The case will stay in Customer Pending /Customer Review until the date it is closed.

Status: Pending Customer Review

New Note

Add Attachment

Created By	John Smith	Case Type	Technical Issue	Contact Name	John Smith		
Created Date	4/21/2026 10:11 AM	Request Type	Technical Issue - Voice	Contact Email	jsmith@company.com	Hours of Access	8-5 M-F
		Category	Cannot Call Out	Contact Phone	none	Customer Case Number	
Description							
This is a FirstLight NOC test ticket - NO action needed.							
Resolution							
FirstLight performing a test portal ticket.							