



Trouble Reporting and Escalation Procedures

Carrier / Wholesale

TROUBLE REPORTING, MAINTENANCE, OR NEW SERVICE TURN UP

The FirstLight Fiber Network Operations Center (NOC) provides network monitoring and technical support 24/7/365.

Calls and emails to the FirstLight NOC will be answered by our trained NOC Technicians. In addition to proactively monitoring the FirstLight core network and customer services, the NOC provides outgoing notifications of planned maintenance events and provides test and turn up support for new service activations.

If you experience an issue with a FirstLight provided service, please contact the NOC immediately. The NOC will establish a Ticket number to document your event, and ensure the right resources are engaged to address your need.

When submitting your initial request, please provide the following information;

- Company Name
- Callback contact name and number
- Type of Service (for example, cell tower, dark fiber, EPL, EvPL, Internet, etc)
- Associated FirstLight Circuit ID
- Associated Service Addresses (A and Z ends if point to point service)
- Description of problem

The FirstLight NOC may be contacted in the following manner;

FirstLight NOC Carrier/Wholesale Hotline

855-293-0779

FirstLight NOC Email (Non-Emergency reports only)

NOC@firstlight.net

ESCALATION PROCESS

Upon establishment of your Ticket, the NOC will engage the necessary resources to address your need. The NOC will provide regular updates on your ticket status.

If at any point you feel additional escalation is required in response to your inquiry you may utilize the following Escalation process to involve additional resources and bring greater visibility to your event;

FirstLight Carrier/Wholesale Escalation Process

#	Title	Name	Email	Office #	Mobile #
1st	NOC	NOC technician	NOC@firstlight.net	855-293-0779	N/A
2nd	NOC Manager	Jim Fenton	jfenton@firstlight.net	855-293-0779	518-915-3222
3rd	Senior NOC Engineer	Erik Denny	edenny@firstlight.net	518-694-8708	518-857-0622
4th	Director of Network Assurance	Rick DeJohn	rdejohn@firstlight.net	518-694-8726	518-225-3343
5th	Director of Core Network Ops	Steve Bond	sbond@firstlight.net	603-766-3334	603-812-8602
6th	EVP and Chief Operations Officer	James Capuano	jcapuano@firstlight.net	603-766-1188	617-413-6144