



# Access Ordering Support Contact and Escalation List

Zipty Fiber Wholesale  
Kirkland, WA

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## Access Ordering Support Contacts

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## Access Ordering Support Contacts

### Pre-FOC Ordering Contact and Escalation List

ZiPLY Fiber requests 24 hours between escalation levels unless we miss commitment on return call or actions promised.

Pre-FOC Contacts		
Contact	Title	Contact Info
Level 1		
ASR Ordering Center	Service Representative	888-488-0063
Level 2		
ASR Pre-FOC Escalation Mailbox	Escalation Representative	<a href="mailto:wholesale.asr.escalation@ziplyfiber.com">wholesale.asr.escalation@ziplyfiber.com</a>
Level 3		
Riley Howard	Senior Order Specialist	425-210-3792 <a href="mailto:Riley.Howard@ziply.com">Riley.Howard@ziply.com</a>
Audrey Reyes	Senior Order Specialist	360-502-6945 <a href="mailto:Audrey.Reyes@ziply.com">Audrey.Reyes@ziply.com</a>
Level 4		
Patricia Fetters	Manager	206-304-7395 <a href="mailto:Patricia.Fetters@ziply.com">Patricia.Fetters@ziply.com</a>



## Access Ordering Support Contacts

### Post-FOC Ordering Contact and Escalation List

ZiPLY Fiber requests 24 hours between escalation levels unless we miss commitment on return call or actions promised.

If the order being escalated is a project managed order, please contact the project coordinator assigned to the project. For all other escalations, please see the list below.

Post-FOC Contacts		
Contact	Title	Contact Info
Level 1		
ASR Ordering Center	Service Representative	888-488-0063 (See Options Above)
Level 2		
Audrey Reyes	Senior Order Specialist	360-502-6945 <a href="mailto:Audrey.Reyes@ziply.com">Audrey.Reyes@ziply.com</a>
Level 3		
Patricia Fetters	Manager	206-304-7395 <a href="mailto:Patricia.Fetters@ziply.com">Patricia.Fetters@ziply.com</a>
Level 4		
Sadachanh (Spy) Sinantha	Director	773-720-0649 <a href="mailto:sadachanh.sinantha@ziply.com">sadachanh.sinantha@ziply.com</a>

## Access Ordering Support Contacts

### Expedite and Formal Construction Due Date Improvement Contacts

Expedite and Formal Construction Due Date Improvement		
Contact	Title	Contact Info
Riley Howard	Senior Order Specialist	425-210-3792 <a href="mailto:Riley.Howard@ziply.com">Riley.Howard@ziply.com</a>
Jim Abbott	Director	260-437-7541 <a href="mailto:James.Abbott@Ziply.com">James.Abbott@Ziply.com</a>

### After Hours TSP Ordering Contact List

After Hours TSP Ordering Contact		
Contact	Title	Contact Info
Patricia Feters	Manager	206-304-7395 <a href="mailto:Patricia.Feters@ziply.com">Patricia.Feters@ziply.com</a>



## Access Ordering Support Contacts

### Ethernet Project Coordination Contact and Post-FOC Escalation List

ZiPLY requests 24 hours between escalation levels unless we miss commitment on return call or actions promised. If the order being escalated is a project coordinated order, please contact the project coordinator assigned to the project. For all other escalations, please see the list below.

Post-FOC Project Coordination Escalation Contacts		
Contact	Title	Contact Info
Level 1		
Senior Order Specialist	Senior Order Specialist	As Assigned
Level 2		
Riley Howard	Senior Order Specialist	425-210-3792 <a href="mailto:Riley.Howard@ziply.com">Riley.Howard@ziply.com</a>
Level 3		
Jim Abbott	Director	260-437-7541 <a href="mailto:James.Abbott@ziply.com">James.Abbott@ziply.com</a>
Level 4		
Mike Daniel	VP	503-807-5585 <a href="mailto:Mike@ziply.com">Mike@ziply.com</a>