



Access and Local Services Repair Contact and Escalation List

Zipty Fiber Wholesale
Kirkland, WA

Effective: 10/28/2020

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Access and Local Services Repair Contacts

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Ticket Entry/Status Contacts and Hours of Operations

If you are a Ziplly Fiber Wholesale Customer, all initial trouble ticket submissions or trouble ticket status requests must be submitted using the Virtual Front Office – Trouble Administration Module (VFO-TA). For more information please visit:

<https://wholesale.ziptyfiber.com/wholesale/trouble-administration>

Team	Contact	Hours of Operations
ASR Chronic Ticket Entry and Status	888-488-0072 Option 5	8:00 AM ET – 5:00 PM PT Monday - Friday
Level 2		
ASR, LSR for POTS/Line Share, UNE Maintenance Ticket Entry, Status, Testing	888-488-0072 Option 1	24 Hours 7 Days a week



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Standard Escalation Hotline

Escalation calls are to be directed to the Standard Escalation Hotline noted below. The Hotline is monitored 24x7. Ziplly Representatives are empowered to address and escalate trouble tickets. If necessary, Peer-to-Peer contact is available. Please have the correct level of management utilize the Peer-to-Peer contact list.

Standard Escalation Hotline Commercial Customer Support Center		
Team	Contact	Hours of Operations
Level 1		
Escalation Hotline	888-488-0072 Option 3	24 Hours 7 Days a week
Level 2		
Escalation Hotline	888-488-0072 Option 3	24 Hours 7 Days a week
Level 3		
Escalation Hotline	888-488-0072 Option 3	24 Hours 7 Days a week
Level 4		
Escalation Hotline	888-488-0072 Option 3	24 Hours 7 Days a week
Level 5		
Escalation Hotline	888-488-0072 Option 3	24 Hours 7 Days a week

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Peer-to-Peer Escalation Chart

Escalation calls are to be directed to the Standard Escalation Hotline noted above. The Hotline is monitored 24x7. If necessary, Peer-to-Peer Escalation Chart is provided below. Please have the correct level of management utilize the Peer-to-Peer contact list.

Peer-to-Peer Escalation Chart		
Contact	Title	Contact Info
Level 1		
Escalation Tech On-Duty	Escalation Hotline	888-488-0072 Option 3 24 Hours 7 Days a week
Level 2		
Escalation Supervisor	Escalation Hotline	888-488-0072 Option 3 24 Hours 7 Days a week
Level 3 – Manager-to-Manager Peer		
David Triboulet	Manager	(C)206-409-3590 David.triboulet@ziply.com Business Hours
Level 4 – Director-to-Director Peer		
Brian Kavanagh	Director	(O)425-261-7101 (C)425-330-4532 Brian.Kavanagh@ziply.com Business Hours
Level 5 – Executive-to-Executive Peer		
Bam Liem	Chief Technology Officer	(C)720-240-8780 bam@ziply.com Business Hours



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Change Log

Date	Page #	Change
10/28/2020	All	Updated to reflect Ziplly Fiber contacts & remove all references to FTR's transitional support assistance.

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