



Wholesale Broadband, Bulk DSL, and BTAS Repair Contact and Escalation List

Zipty Fiber Wholesale

Kirkland, WA

Effective: 05/01/2020

Revised: 4/14/2021



Wholesale Broadband, Bulk DSL, and BTAS Repair

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Wholesale Broadband, Bulk DSL, and BTAS Repair Contacts

Ticket Entry/Status Contacts and Hours of Operations

All contacts contained in this table are for the use of the service provider only. This information is not to be shared with subscribers/end users. For initial Trouble Ticket submissions or Ticket status please call:

Repair Desk 888-488-0091

Team	Contact	Hours of Operations
Level 1		
Initial Trouble Ticket Entry	Repair Desk 888-488-0091	24 Hours 7 Days a Week
<p>Provide the telephone number and end user name and the nature and urgency of the problem to the service bureau representative; and obtain a ticket number.</p> <p>Before hanging up, be sure you have the following information:</p> <ul style="list-style-type: none">• The name of the technician who entered the ticket.• The ticket number.• Any other information offered by the technician as to the anticipated resolution. <p>If an earlier commitment date is needed for repair tickets, request an escalation and the tech can reach out to dispatch for the specific area of the country where the trouble is occurring. The dispatch group will advise if they are able to expedite the request.</p> <p>Note: PPPoE and Static IP escalation requests should go to Tech Support Escalations (2nd level).</p>		



Wholesale Broadband, Bulk DSL, and BTAS Repair Contacts

Ticket Escalation Contacts

Please escalate to a higher step only after completing all steps above.

Team	Contact	Hours of Operations
Level 2		
Repair Supervisor Team	ihdsup@ziply.com	Monday – Friday, 8:00 a.m. to 12:00 a.m. Eastern Time; Saturday – Sunday 8:30 a.m. to 8:30 p.m. Eastern Time
<p>A trouble ticket number with Ziplly BTN (billing Telephone number) is a mandatory requirement. Email the Repair Supervisor Team with the ticket number, BTN, your contact information and the requested action. The team will respond, usually within two business hours of receipt subject to field's availability.</p>		
Level 3		
TSO Manager	Michael Burgess	Michael.Burgess@ibex.co (304)881-1374
Level 4		
TSO Director	Connie Staunton	Connie.Staunton@ibex.co (304)550-0476



Wholesale Broadband, Bulk DSL, and BTAS Repair Contacts

Change Log

Date	Page #	Change
10/29/2020		Changed email address for Repair Supervisor Team
4/14/2020		Updated BTAS to Process