



# Local Broadband Ordering Support Contact and Escalation List

Zipty Fiber Wholesale  
Kirkland, WA

Effective: 05/01/2020  
Revised: 10/15/2020



## Local Broadband Ordering Support Contacts

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## Local Broadband Ordering Support Contacts

### Broadband Ordering Contact & Escalation List

ZiPLY Fiber requests 4 hours between escalation levels unless we miss commitment on return call or actions promised.

Broadband Contact & Escalation List for Wholesale Broadband and Bulk DSL Services		
Contact	Title	Contact Info
Level 1		
Broadband Ordering Center	Customer Service Rep	<a href="mailto:wholesale.local.broadband@ziplyfiber.com">wholesale.local.broadband@ziplyfiber.com</a> 888-488-0068 - Option 1
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>



## Local Broadband Ordering Support Contacts

### Change Log

Date	Page #	Change
5/4/2020	3	Add Level 2 contact
10/15/20	3	Replaced Frontier contacts with Zippy contacts.

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