



# InfoSpeed Services Repair Contact and Escalation List

Zipty Fiber Wholesale  
Kirkland, WA

Effective: 05/01/2020  
Revised: 4/14/2021



## InfoSpeed Services Repair Contacts

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## InfoSpeed Services Repair Contacts

### Ticket Entry/Status Contacts and Hours of Operations

If you are a Zply Fiber Wholesale Customer reporting a trouble for InfoSpeed, all initial trouble ticket submissions or trouble ticket status requests must be submitted via Virtual Front Office – Trouble Administration Module (VFO-TA). VFO-TA allows you to enter trouble tickets, pass them to the Zply Fiber provisioning systems for processing, and receive updated responses from Zply Fiber.

Why use VFO for Trouble Administration?

- Increases efficiency
- Reduces time
- Visually monitor multiple tickets at once

To get connected, please complete and submit the Connectivity Access Form available online at:

<https://wholesale.zplyfiber.com/wholesale/carrier-services/getting-started/btas-services>

For VFO-TA Training, please visit the VFO Online Training Video Library at:

<https://wholesale.zplyfiber.com/wholesale/systems-and-online-tools/vfo-training/vfo-online-training>.

| Team                         | Contact  | Hours of Operations  |
|------------------------------|--|--|
| <b>Level 1</b>               |  |  |
| Initial Trouble Ticket Entry | <a href="mailto:hsi.etickeing@zplyfiber.com">hsi.etickeing@zplyfiber.com</a> | Only for VFO failure please email above and allow 24 hours for response. |



## InfoSpeed Services Repair Contacts

### Ticket Escalation Contacts

All contacts contained in this table are for the use of the service provider only.

This information is not to be shared with subscribers.

Please allow 24 hours after e-mailing before calling for ticket status and/or escalation.

| Team            | Contact  | Hours of Operations  |
|-----------------|--|--|
| <b>Level 1</b>  |  |  |
| Escalation Team | <a href="mailto:hsi.etickeing@ziplyfiber.com">hsi.etickeing@ziplyfiber.com</a> | 8:00 AM – 7:00 PM (PT) Mon – Fri<br>8:00 AM – 7:00 PM (PT) Sat – Sun |
| <b>Level 2</b>  |  |  |
| Manager         | Michael Lakus  | Mobile: 425-314-4069   |



## InfoSpeed Services Repair Contacts **Change**

### Log

| Date      | Page # | Change                          |
|-----------|--------|---------------------------------|
| 10/6/2020 | 3      | Updated contact escalation list |
| 4/14/2021 | 3      | Updated contact escalation list |
|           |        |                                 |
|           |        |                                 |
|           |        |                                 |
|           |        |                                 |