



Access and Local Services Repair
Contact and Escalation List

Zipty Fiber
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Access & Local Services Repair Contacts

Table of Contents

Status Contacts and Hours of Operations	3
Standard Escalation Hotline	3
Peer-to-Peer Escalation Chart	4



Access & Local Services Repair Contacts

Status Contacts and Hours of Operations

If you are a Ziply 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://ziplyfiber.com/-/media/Residential/ziply-fiber/wholesale/trouble-administration-guide.pdf>

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

Standard Escalation Hotline

Escalation calls are to be directed to the Standard Escalation Hotline noted below. The Hotline is monitored 24x7. Ziply 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 through 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	Supervisor, Network Operations	888-488-0072 Option 3 matthew.jones@ziply.com
Level 3 – Manager-to-Manager Peer		
Scott Hoover	Manager, Network Operations	(C)316-737-1131 Scott.hoover@ziply.com Business Hours
Level 4 – Director-to-Director Peer		
Larry Thibodeaux	Director, Network Operations	(C)502-338-8402 larry.thibodeaux@ziply.com Business Hours
Level 5 – Executive-to-Executive Peer		
Bam Liem	Chief Technology Officer	(C)720-240-8780 bam@ziply.com Business Hours