



Access and Local Services Repair  
Contact and Escalation List

## Access & Local Services Repair Contacts

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## Access & Local Services Repair Contacts

### Status Contacts and Hours of Operations

If you are a Zply 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<br>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. Zply 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<br>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 |

## Access & Local Services Repair Contacts

### 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  |
| <b>Level 1</b>                               |                                |   |
| Escalation Tech On-Duty                      | Escalation Hotline             | 888-488-0072 Option 3<br>24 Hours 7 Days a week   |
| <b>Level 2</b>                               |                                |   |
| Escalation Supervisor                        | Supervisor, Network Operations | 888-488-0072 Option 3<br><a href="mailto:matthew.jones@ziply.com">matthew.jones@ziply.com</a>           |
| <b>Level 3 – Manager-to-Manager Peer</b>     |                                |   |
| Scott Hoover                                 | Manager, Network Operations    | (C)316-737-1131<br><a href="mailto:Scott.hoover@ziply.com">Scott.hoover@ziply.com</a><br>Business Hours |
| <b>Level 4 – Director-to-Director Peer</b>   |                                |   |
| Dave Cowan                                   | Director, Network Operations   | (C)720-492-7122<br><a href="mailto:David.Cowan@ziply.com">David.Cowan@ziply.com</a><br>Business Hours   |
| <b>Level 5 – Executive-to-Executive Peer</b> |                                |   |
| Bam Liem                                     | Chief Technology Officer       | (C)720-240-8780<br><a href="mailto:bam@ziply.com">bam@ziply.com</a><br>Business Hours                   |