



WHOLESAIL NETWORKS

Repair - Contact and Escalation List



Zipty Fiber

08/11/2025



Wholesail Networks Repair - Customer Support Center 800-800-5347

Team	Contact
Network Operations Center	800-800-5347 Option 3
Existing Services & New Services Support	800-800-5347 Option 2

Escalation Chart

Contact	Title	Contact Info
Level 1		
Escalation Team	Escalation Hotline	800-800-5347 Option 2 noc@wholesail.us
Level 2		
Escalation Supervisor	Supervisor, Network Operations	800-800-5347 Option 2 matthew.jones@ziplay.com
Level 3 – Manager		
Scott Hoover	Manager, Network Operations	(C)316-737-1131 Scott.hoover@ziplay.com Business Hours
Level 4 – Director		
Larry Thibodeaux	Director, Network Operations	(C)502-338-8402 larry.thibodeaux@ziplay.com Business Hours
Level 5 – Executive		
Bam Liem	Chief Technology Officer	(C)720-240-8780 bam@ziplay.com Business Hours