# Data Center and Cloud Services

If you have an inquiry, or are experiencing a service issue, please contact our 24x7 Data Center and Cloud Services Support teams.

| Urgent Requests by Telephone | Non-Urgent Request by Email |
|---|---|
| 1-833-484-0404 Options 2, 2, 1<br>1-833-484-0404 Options 2, 2, 2 | Cloud Services – cloud_repair@firstlight.net<br>Data Center & Colocation – fldc@firstlight.net |

# Customer Information Required for Escalation

Trouble Ticket number assigned or Customer Account ID number.

# Emergency Escalation List

If at any point you feel additional escalation is required in response to your inquiry you may utilize the following escalation list to involve additional resources and bring greater visibility to your incident.

| Escalation Level | Phone Number |
|---|---|
| Level 1 – Cloud Manager – Kris Haight<br>Level 1 – DC / Colo Manager – Brent Hartigan | 617-379-5470<br>802-999-6084 |
| Level 2- Director – Jason Mohr | 585-433-6136 |
| Level 3 - Vice President - Eric Gustafson | 315-246-8933 |
| Level 4 – Senior Vice President - Jeremy Hotchkiss | 585-433-6537 |

## Alternative NOC Telephone Number

*For Use When Toll Free is Unavailable*

585-433-6688