

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 1-833-484-0404 Options 2, 2, 2	Cloud Services - cloud_repair@firstlight.net Data Center & Colocation - fdc@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 Services Manager Level 1 - DC / Colo Manager	617-379-5470 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