



Network Operations Center (NOC) Escalation List

1-800-672-0181 Opt. 1

Atlanta

All Lit Services Inside Plant

Escalation	Title	Contact	Phone	Email Address
Level 1 (1-4 hours)	NOC Technician	On Shift	1-800-672-0181 Opt. 1	NOC@fiberlight.com
Level 2 (4-8 hours)	Lead Technician	On Shift	1-800-672-0181 Opt. 1	NOC@fiberlight.com
Level 3 (8-12 hours)	Network Operations Manager	Danny Keen	706-766-0103	Danny.Keen@fiberlight.com
Level 4 (12+hours)	Network Operations Vice President	Steve Heckman	469-450-7253	Steve.Heckman@fiberlight.com

Field Operations Inside Plant

Escalation	Title	Contact	Phone	Email Address
Level 1 (1-4 hours)	NOC Technician	On Shift	1-800-672-0181 Opt. 1	NOC@fiberlight.com
Level 2 (4-8 hours)	Lead Technician	On Shift	1-800-672-0181 Opt. 1	NOC@fiberlight.com
Level 3 (8-12 hours)	Network Operations Manager	Danny Keen	706-766-0103	Danny.Keen@fiberlight.com
Level 4 (12+hours)	Regional Vice President of Operations	Tim Green	727-243-525	Tim.Green@fiberlight.com
Level 5	Vice President of Field Services	Ron Holt	972-746-6705	Ron.Holt@fiberlight.com

Field Operations Outside Plant

Escalation	Title	Contact	Phone	Email Address
Level 1 (1-4 hours)	NOC Technician	On Shift	1-800-672-0181 Opt. 1	NOC@fiberlight.com
Level 2 (4-8 hours)	Lead Technician	On Shift	1-800-672-0181 Opt. 1	NOC@fiberlight.com
Level 3 (8-12 hours)	Network Operations Manager	Danny Keen	706-766-0103	Danny.Keen@fiberlight.com
Level 4 (12+hours)	Regional Vice President of Operations	Tim Green	727-243-525	Tim.Green@fiberlight.com
Level 5	Vice President of Field Services	Ron Holt	972-746-6705	Ron.Holt@fiberlight.com