



Network Operations Center (NOC) Escalation List

1-800-672-0181 Opt. 1

DC/Maryland/Virginia

All Lit Services Inside Plant

| Escalation | Title | Contact | Phone | Email |
|----------------------|-----------------------------------|---------------|-----------------------|--|
| 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 |
|----------------------|---------------------------------------|----------------|-----------------------|--|
| 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 | Karl Strootman | 301-220-2175 | Karl.Strootman@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 |
|----------------------|---------------------------------------|----------------|-----------------------|--|
| 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 | Karl Strootman | 301-220-2175 | Karl.Strootman@fiberlight.com |
| Level 5 | Vice President of Field Services | Ron Holt | 972-746-6705 | Ron.Holt@fiberlight.com |