



## Network Operations Center (NOC) Escalation List

**1-800-672-0181 Opt. 1**

**Dallas-Fort Worth/West Texas**

### 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	<a href="mailto:NOC@fiberlight.com">NOC@fiberlight.com</a>
Level 2 (4-8 hours)	Lead Technician	On Shift	1-800-672-0181 Opt. 1	<a href="mailto:NOC@fiberlight.com">NOC@fiberlight.com</a>
Level 3 (8-12 hours)	Network Operations Manager	Danny Keen	706-766-0103	<a href="mailto:Danny.Keen@fiberlight.com">Danny.Keen@fiberlight.com</a>
Level 4 (12+hours)	Network Operations Vice President	Steve Heckman	469-450-7253	<a href="mailto:Steve.Heckman@fiberlight.com">Steve.Heckman@fiberlight.com</a>

### Field Operations Inside Plant

Escalation	Title	Contact	Phone	Email
Level 1 (1-4 hours)	NOC Technician	On Shift	1-800-672-0181 Opt. 1	<a href="mailto:NOC@fiberlight.com">NOC@fiberlight.com</a>
Level 2 (4-8 hours)	Lead Technician	On Shift	1-800-672-0181 Opt. 1	<a href="mailto:NOC@fiberlight.com">NOC@fiberlight.com</a>
Level 3 (8-12 hours)	Network Operations Manager	Danny Keen	706-766-0103	<a href="mailto:Danny.Keen@fiberlight.com">Danny.Keen@fiberlight.com</a>
Level 4 (12+hours)	Regional Vice President of Operations	Evan Shaw	817-374-9592	<a href="mailto:Evan.Shaw@fiberlight.com">Evan.Shaw@fiberlight.com</a>
Level 5	Vice President of Field Services	Ron Holt	972-746-6705	<a href="mailto:Ron.Holt@fiberlight.com">Ron.Holt@fiberlight.com</a>

### Field Operations Outside Plant

Escalation	Title	Contact	Phone	Email
Level 1 (1-4 hours)	NOC Technician	On Shift	1-800-672-0181 Opt. 1	<a href="mailto:NOC@fiberlight.com">NOC@fiberlight.com</a>
Level 2 (4-8 hours)	Lead Technician	On Shift	1-800-672-0181 Opt. 1	<a href="mailto:NOC@fiberlight.com">NOC@fiberlight.com</a>
Level 3 (8-12 hours)	Network Operations Manager	Danny Keen	706-766-0103	<a href="mailto:Danny.Keen@fiberlight.com">Danny.Keen@fiberlight.com</a>
Level 4 (12+hours)	Director of Construction	Chris Bigley	214-714-0296	<a href="mailto:Chris.Bigley@fiberlight.com">Chris.Bigley@fiberlight.com</a>
Level 5	Regional Vice President of Construction	Mike Lamb	210-414-9310	<a href="mailto:Mike.Lamb@fiberlight.com">Mike.Lamb@fiberlight.com</a>
Level 6	Vice President of Construction	Wayne Wooley	972-489-9817	<a href="mailto:Wayne.Wooley@fiberlight.com">Wayne.Wooley@fiberlight.com</a>