



Access and Local Services Repair
Contact and Escalation List

Zipty Fiber

11/14/2025



Access & Local Services Repair Contacts

Status Contacts and Hours of Operations

If you are a Ziply Fiber Wholesale Customer, all initial trouble ticket submissions or trouble ticket status requests must be submitted using the Virtual Front Office – Trouble Administration Module (VFO-TA). For more information please visit:

<https://ziplyfiber.com/-/media/Residential/ziply-fiber/wholesale/trouble-administration-guide.pdf>

Ethernet / TLS, Managed Router, SONET Transport, TDM Testing (DS0, DS1, DS3, up to OC192) and CLEC Maintenance			
Action/Option	Contact	Hours of Operations	
Open New Ticket	Option 1	888-488-0072	8:00 AM ET – 5:00 PM ET Monday - Friday
Status	Option 2		
Escalations	Option 3		
Technical Assistance	Option 4		
- All Ethernet and Wavelength Services - All TDM, voice and Transport Services (incl. Sonet)	- Option1 - Option 2		
Chron Ops	Option 5		

Managed Technology - Customer Premise Equipment (CPE) – Mitel Hosted Anyware, Premise Base			
Action/Option	Contact	Hours of Operations	
Open New Ticket & Status	Option 1	888-488-0315	8:00 AM ET – 5:00 PM ET Monday - Friday

Access & Local Services Repair Contacts

Escalation List

Escalation List		
Contact	Title	Contact Info
Level 1		
Escalation Team	Escalation Hotline	888-488-0072 Option 3 ccsc@ziplyfiber.com 24 hrs x 7/wk
Level 2		
Scott Hoover	Manager, Network Operations	(C)316-737-1131 scott.hoover@ziply.com Business Hours / (Sun-Wed)
Level 3		
Danny Serrano	Manager, Network Operations	(C)972-268-0271 danny.serrano@ziply.com Business Hours
Level 4		
Larry Thibodeaux	Director, Network Operations	(C)502-388-8402 larry@ziply.com Business Hours