



Access Ordering Support Contact and Escalation List

Zipty Fiber Wholesale
Kirkland, WA

Effective: 10/08/2024

Access Ordering Support Contacts

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Access Ordering Support Contacts

Pre-FOC Ordering Contact and Escalation List

Ziply Fiber requests 24 hours between escalation levels unless we miss commitment on return call or actions promised.

Pre-FOC Contacts		
Contact	Title	Contact Info
Level 1		
ASR Ordering Center	Service Representative	888-488-0063
Level 2		
ASR Pre-FOC Escalation Mailbox	Escalation Representative	wholesale.asr.escalation@ziplyfiber.com
Level 3		
Patricia Fetters	Manager	206-304-7395 Patricia.Fetters@ziply.com

Access Ordering Support Contacts

Post-FOC Ordering Contact and Escalation List

Ziply Fiber requests 24 hours between escalation levels unless we miss commitment on return call or actions promised.

If the order being escalated is a project managed order, please contact the project coordinator assigned to the project. For all other escalations, please see the list below.

Post-FOC Contacts		
Contact	Title	Contact Info
Level 1		
ASR Ordering Center	Service Representative	888-488-0063 (See Options Above)
Level 2		
Patricia Feters	Manager	206-304-7395 Patricia.Feters@ziply.com
Level 3		
Sadachanh (Spy) Sinantha	Director	773-720-0649 sadachanh.sinantha@ziply.com

Access Ordering Support Contacts

Expedite and Formal Construction Due Date Improvement Contacts

Expedite and Formal Construction Due Date Improvement		
Contact	Title	Contact Info
Riley Howard	Senior Order Specialist	425-210-3792 Riley.Howard@ziply.com
Jim Abbott	Director	260-437-7541 James.Abbott@Ziply.com

After Hours TSP Ordering Contact List

After Hours TSP Ordering Contact		
Contact	Title	Contact Info
Patricia Feters	Manager	206-304-7395 Patricia.Feters@ziply.com

Access Ordering Support Contacts

Ethernet Project Coordination Contact and Post-FOC Escalation List

ZiPLY requests 24 hours between escalation levels unless we miss commitment on return call or actions promised. If the order being escalated is a project coordinated order, please contact the project coordinator assigned to the project. For all other escalations, please see the list below.

Post-FOC Project Coordination Escalation Contacts		
Contact	Title	Contact Info
Level 1		
Senior Order Specialist	Senior Order Specialist	As Assigned
Level 2		
Riley Howard	Senior Order Specialist	425-210-3792 Riley.Howard@ziply.com
Level 3		
Jim Abbott	Director	260-437-7541 James.Abbott@ziply.com
Level 4		
Nicklas Mattisson	VP	425-444-8424 Nicklas.Mattisson@ziply.com