ziply fiber

Ziply Fiber would like to ensure you have the right numbers at the tip of your fingers. Below you will find the information needed to quickly locate the resource to purchase services, answer your questions and resolve issues. We appreciate you as our customer and *"We Can Help You!"*

E911 Care & Repair: Ziply Fiber

E9-1-1 Customer Care (9-1-1 Circuit and 9-1-1 CPE Repair)   888.488.4453

Pre-Planned Work **Notifications (Please report planned network/equipment maintenance activities affecting the E911 Network to the Ziply Fiber E911 Customer Care Center no less than 48 hours prior to initiating activity)**   888.488.4453

POTS (Plain Old Telephone Service) Repair: 888.488.0038

VIP repair Report Hazardous Conditions/Down Poles etc.   888.688.0013

Special Circuit Repair (MCO - Non-9-1-1 Circuits)   888.488.0072

Legal Demands/Trace (Nuisance Call Bureau)   888.488.0281

Password – PERUE

No Record Found and ANI/ALI DBMC issues: 888.488.4453

E9-1-1 Database Management Center   Email: E911.Address.Database@ziply.com

911 Specialist
Kelly Ray   208.618.1200
Kelly.ray@ziply.com

Manager E911   509.939.1620
Dawn Manthie
dawn.manthie@ziply.com

Director of Voice Engineering:
Terrence Degree   425.739.1410
terrence.degree@ziply.com

Director of Operations Western Washington:
Thomas Novotney   425.261.6515
Thomas.novotney@ziply.com

Director of Operations North Idaho Eastern Oregon Eastern Washington:
Kay Quinn   208.714.9451
Kay.quinn@ziply.com

Director of Operations Southern Washington and Western Oregon
Joe Theiss   602.577.8326
joseph.theiss@ziply.com

E911 Technicians: Please engage the Ziply 911 CCC at 888.488.4453 to report E911 Network and CPE trouble