



www.ziplyfiber.com

Zipty 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: Zipty 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 Zipty 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
<i>VIP repair Report Hazardous Conditions/Down Poles etc.</i>	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@zipty.com
911 Specialist	
Kelly Ray	208.618.1200
Kelly.ray@zipty.com	
Manager E911	509.939.1620
Dawn Manthie	
dawn.manthie@zipty.com	
Director of Voice Engineering:	
Terrence Degree	425.739.1410
terrence.degree@zipty.com	
Director of Operations Western Washington:	
Thomas Novotney	425.261.6515
Thomas.novotney@zipty.com	
Director of Operations North Idaho Eastern Oregon Eastern Washington:	
Kay Quinn	208.714.9451
Kay.quinn@zipty.com	
Director of Operations Southern Washington and Western Oregon	
Joe Theiss	602.577.8326
joseph.theiss@zipty.com	

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