

We've got your back!

We have a dedicated team of support specialists to assist you with sales, system and order issues. Please reach out to the contacts below if you need assistance.

Order assistance (error, migration, anything): 1-866-512-7933
(Hours of operation: M-F 9:00am – 9:30pm EST, Sat/Sun: Closed)

Weekend support: 1-866-506-8106
(Hours of operation: Sat: 8:00am – 10:00pm, Sun: 8:00am – 9:00pm)

Post sale questions: Please use BASS chat located in the bottom right corner of BASS app

A yellow rectangular button with rounded corners, featuring a white speech bubble icon on the left and the text "Start Live Chat" in white on the right.

After-hours or issue needs escalation: Send email to BRSPDCDAS2DAIDSupport@qualfon.com

Due date changes/concerns: Call or email white glove team

- 1-866-512-7928
- CDABRSPDNPSBackOfficeSupport@qualfon.com

White glove report questions (drop delays, sale not showing, any fiber order questions):

- White glove report is distributed daily and contains notes on all fiber orders. If not getting answer needed from report, please send email to CDABRSPDNPSBackOfficeSupport@qualfon.com and christopher.glidd@qualfon.com

Special requests where Qualfon support is needed: Send email to melissa.rowe@brightspeed.com and Jordan.hemmert@qualfon.com

Unassigned order follow up questions (this happens rarely, but order submits via BASS but shows UNASSIGNED instead of order number: Send email to partnersupport@qualfon.com

Any special projects that Qualfon is doing for your team: Send email to ryan.narain@qualfon.com and Jordan.hemmert@qualfon.com

Any feedback or issues with a support team: Send to Melissa Rowe immediately to ensure your issue is addressed and resolved melissa.rowe@brightspeed.com

TPV (for order verification and release): Call 866-506-8107