

## Legacy Rocket Fiber Business NOC Escalation List

For business customer support, please call the Detroit 24/7 Network Operations Center:

1. To reach the Detroit NOC, call toll free at **844.847.6253**.
2. When prompted, **press 1 for Technical Support**.
3. Then, **press 1 again for Business Services**.

A NOC team member will open a service ticket and work to resolve your issue.  
**A service ticket is required to track the status of your call.**

**Once a service ticket has been opened, the following contacts are available for escalation if you feel your concerns are not being resolved.**

### Manager, Network Operations Center

Corey Clark

o 517.679.4696 | m 517.898.0952 | cclark@everstream.net

### Vice President, Engineering

Milan Atanackovic

o 216.923.2358 | m 330.418.5521 | matanackovic@everstream.net

### Chief Technology Officer

Chuck Girt

o 216.923.2350 | m 440.241.5349 | cgirt@everstream.net

### President and CEO

Brett Lindsey

o 216.923.2236 | m 614.915.4011 | blindsey@everstream.net