

NETWORK OPERATIONS CENTER (NOC) ESCALATION LIST

Your first point of contact for Everstream's 24/7 customer support is our NOC:

Network Customers

866.624.8624

support@everstream.net

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 below chain of contacts are available for escalation if you feel your concerns are not being resolved.

Managed Services and Voice Customers

866.624.8624

mssupport@everstream.net

Supervisors, Network Operations Center

Karyn Osiecki

o 216.923.2370 | m 330.388.5019

karyn.osiecki@everstream.net

Hoss Ramsey

o 517.679.7510 | m: 616.755.8824

hramsey@everstream.net

Noah Vogel

o 216.242.2857 | m 216.385.6459

nvogel@everstream.net

Supervisor, Network Operations Center

Brian Economides

o 313.831.6461 | m 253.888.5701

beconomides@everstream.net

Manager, Network Operations Center, William Peek

o 517.679.1841 | m 989.274.6346 | wpeek@everstream.net

Director, Network Operations Center, Corey Clark

o 517.679.4696 | m 517.898.0952 | cclark@everstream.net

Vice President, Network Operations, Steve Merriman

o 216.923.2358 | m 330.416.7327 | smerriman@everstream.net

Everstream Customer Portal: customer.everstream.net

Access key information about your Everstream account — from support needs and invoice history to account details and resources.

To gain access, visit: everstream.net/support

Vice President, Engineering, Wayne Leuck

o 216.902.7121 | m 201.724.2890 | wleuck@everstream.net

Chief Technology Officer, Chuck Girt

o 216.923.2350 | m 440.241.5349 | cgirt@everstream.net

Chief Executive Officer, Brett Lindsey

o 216.923.2236 | m 614.915.4011 | blindsey@everstream.net

