# NETWORK OPERATIONS CENTER (NOC) ESCALATION LIST



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

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.

#### **Network Customers**

866.624.8624

## **Managed Services and Voice Customers**

866.624.8624

#### **Supervisors, Network Operations Center**

#### **Hoss Ramsey**

616.755.8824 hramsey@everstream.net Available 7am-3pm ET

#### **Justin Moran**

330.573.9861 jmoran@everstream.net Available 3pm - 11pm ET

#### **Eric Brainerd**

810.444.4754 ebrainerd@everstream.net Available 11pm-7am ET

## **Supervisor, Network Operations Center**

#### Kyle Heagle

313.900.8542 kheagle@everstream.net Available 7am-3pm ET

## Manager, Network Operations Center, Brian Economides

253.888.5701 | beconomides@everstream.net

## **Director, Network Operations Center, William Peek**

989.274.6346 | wpeek@everstream.net

#### **Everstream Customer Portal**

customer.everstream.net

In addition to calling 866.624.8624, you can now open a support ticket from the Everstream Customer Portal!

To gain access, visit: everstream.net/support

### Vice President, Network Operations, Steve Merriman

330.416.7327 | smerriman@everstream.net

# **Chief Technology Officer, Chuck Girt**

440.241.5349 | cgirt@everstream.net

## President and CEO, Ken Fitzpatrick

216-923-2236 | kfitzpatrick@everstream.net