

# SERVICE SUPPORT GUIDE

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## Require network support? Contact Everstream's 24/7/365 Network Operations Center (NOC) phone support:

**866.624.8624, Option 1**

*Please have your Circuit ID ready when you call*

Everstream's two Midwest-based Network Operations Centers are staffed by highly trained engineers, who answer 98% of incoming calls within 60 seconds and serve as a single point of contact to deliver the support you need.

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## Everstream Customer Portal:

**[customer.everstream.net](https://customer.everstream.net)**

Submit a new network support ticket as well as review and comment on open tickets. You can also review key information about your Everstream account – from ticket and invoice history to account details and resources.

**To gain access to the Everstream Customer Portal, visit [everstream.net/support](https://everstream.net/support) or contact Customer Care at 866.624.8624, Option 2**

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## Customer Support Resources: [everstream.net/support](https://everstream.net/support)

### Everstream Network Updates

View current network status and more.

### NOC Escalation List

Who to contact when you need further assistance.

### Service Monitoring via PRTG

View historic and real-time usage on your Everstream service.

### Helpful Documents

View digital versions of our Billing FAQ, Acceptable Use Policy and more.

