

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 Operations Center
866.624.8624

Network Operations Center

Supervisor, Eric Brainerd
517.679.1832
ebrainerd@everstream.net

Manager, Justin Moran
330.573.9861
jmoran@everstream.net

Director, Network Operations Center, Brian Economides
253.888.5701 | beconomides@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, Engineering, Larry Glass
317.832.1750 | lglass@everstream.net

President and CEO, Ken Fitzpatrick
216.923.2236 | kfitzpatrick@everstream.net