

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

ebainerd@everstream.net

Manager, Joshua Gonzalez

216.242.2869

jgonzalez@everstream.net

Director, Technology Solutions, Jonathan Gairing

216.923.2380 | jgairing@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