

Reporting Problems Quick Guide

Services & Technical Support

If a problem arises, please contact us within 24 hours with the below information readily available.

- Company Name
- Account Number/Customer ID
- Service Number(s) or Circuit ID(s)?
- What is the issue or problem you are experiencing?
- Who is your primary contact?
- Alternate Contact?

Escalation List for Telco/Voice Solutions			
Level	Name	Title	Contact Info
1	NOC	N/A	ph: 1.888.577.3005 noc@powernetco.com
2	Mark Adams	NOC Lead, Telco	c: 513.663.3609 madams@powernetco.com
3	Steve Moore	Director, CX solutions & Network Operations	o: 321.214.2232 c: 629.252.1212 smoore@powernetco.com

Escalation List for Network Operations Center			
Level	Name	Title	Contact Info
1	NOC	N/A	ph: 1.888.577.3005 noc@powernetco.com
2	Trevor Paschal Server/Desktop	NOC Lead, Server/Desktop	ph: 321.214.2218 tpaschal@powernetco.com
3	Steve Moore	Director, CX solutions & Network Operations	o: 321.214.2232 c: 629.252.1212 smoore@powernetco.com
4	Greg Gerber	Vice President, Engineering	o: 513.645.5031 c: 513.274.8502 ggerber@powernetco.com

Service Management

For moves, adds, or changes to existing services, billing inquiries or new installations, please contact our service management department.

Email: servicemanagement@powernetco.com

Toll Free Phone Number: 1.866.201.1300

Hours of Operation: Monday-Friday 8:00 AM EST - 5:00 PM EST

After Hours: Please contact our Network Operations Center

Email: noc@powernetco.com

Toll Free Phone Number: 1.888.577.3005

SM Local Escalation List			
Level	Name	Title	Contact Info
1	Account Manager on Duty	N/A	ph: 1.866.201.1300 fax: 1.877.813.7419 servicemanagement@powernetco.com
2	Jill Warren	VP, Technical Support & Solutions	o: 513.645.4980 c: 513.348.3765 jwarren@powernetco.com