

Welcome to Powerset

Client Support and Resource Information

What You Can Expect From Us



Best in Class Service

Our core values were founded on are humility, integrity, compassion, accountability and dedication to customers through honest communication. When you do business with us, you can be assured that you are working with an organization that is loyal, trustworthy and sincerely cares about you and your business. From pre-sales engineering to post implementation support, you can expect to work with a team that is agile and willing to respond quickly to your specific needs every step of the way.

Responsive Support

Whether it's our services or support, we strive to provide our customers with the highest quality solutions and resources available. We have an expert back office that provides fast provisioning and service, as well as a strong network that provides you with the reliable service you need.

Evolving Technologies

With our expanding array of progressive products to accommodate all your telecom needs as your business grows and changes, we've got you covered. We are a premier provider of voice, data, SIP, Wi-Fi and managed services that are supported by a consistently expanding footprint, strong network and dedicated support teams.



Reporting a Service Issue

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?
- What day & time are you trying to call when you experience a problem?
- If you're experiencing a Voice Issue: What number are you calling to when you have the problem?
- When number are you calling from when you have the problem?

Escalation List for Telco/Voice Solutions			
Level	Name	Title	Contact Info
1	NOC	N/A	ph: 1.888.577.3005 noc@powernetco.com
2	Ryan Blomer	Manager, Network Operations Center	c: 513.377.7872 rblomer@powernetco.com
3	Greg Gerber	Vice President, Engineering	o: 513.645.5031 c: 513.274.8502 ggerber@powernetco.com

Escalation List for Network Operations Center			
Level	Name	Title	Contact Info
1	NOC	N/A	ph: 1.888.577.3005 support@powernetco.com
2	Trevor Paschal Server/Desktop	NOC Lead, Server/Desktop	o: 321.214.2218 c: 407-968-8092 tpaschal@powernetco.com
3	Nick Santiago	Manager, NOC	o: 321.214.2235 c: 407.766.5146 nsantiago@powernetco.com
4	Greg Gerber	Vice President, Engineering	o: 513.645.5031 c: 513.274.8502 ggerber@powernetco.com

Service Management Escalation

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: support@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