

# NETWORK OPERATIONS CENTER (NOC) ESCALATION LIST



Your first point of contact for Bluebird Fiber'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 (NOC)**  
[877] 766-2662



**Network Operations Center (NOC)**  
Shift Manger  
[816] 846-8171  
NOCShiftManager@bluebirdfiber.com



**Director, Network Operations Center, Ben Martens**  
NOC.Director@bluebirdfiber.com



**Vice President, Network Operations, Evelyn Clough**  
NOC.VP@bluebirdfiber.com



**SVP, Operations, Elliott Gillespie**  
NOC.SVP@bluebirdfiber.com

**Bluebird Fiber Customer Portal**  
customer.everstream.net

In addition to calling [877] 766-2662,  
you can now open a support ticket by  
emailing [noc@bluebirdfiber.com](mailto:noc@bluebirdfiber.com)