

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

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

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