Trouble Reporting & Status Procedure

Report Service Interruption or Service-Related Issue:

Contact: **24-Hour Network Operations Center** **(800) 454-7214**
noc@syringanetworks.net

Please provide: Circuit ID (CID)
Provide your CID and details regarding the trouble/service interruption.
A NOC Technician will provide you with a Trouble Ticket Number.

Check Status of Reported Service Interruption or Issue:

Contact: **24-Hour Network Operations Center** **(800) 454-7214**
noc@syringanetworks.net

Please provide: Trouble Ticket Number

Escalate Service Interruption or Issue:

Level 1: **24-Hour Network Operations Center** **(800) 454-7214**
After initial contact if you do not receive an update
within 60 minutes, escalate to Level 2A or 2B
depending upon time of day and day of week.

Level 2A: **NOC Manager – Jamie Nichols** **(208) 249-6289**
Business Hours Monday-Friday, 7:00 am-6:00 pm MDT/MST.
If you do not receive an update within 30 minutes,
contact On-Call Manager.

Level 2B: **On-Call Manager** **(208) 229-6101**
After Hours After business hours, and weekends and holidays.
If you do not receive an update within 30 minutes,
escalate to Level 3 (VP of Operations).

Level 3: **VP of Operations – Rick McKinney** **(208) 891-4077**
If you do not receive an update within 60 minutes,
escalate to Level 4 (CEO).

Level 4: **CEO – Greg Lowe** **(208) 473-1661**