



NOC SUPPORT

EMERGENCY CONTACT INFO

Critical Outage (24/7/365):

- 888.440.0123
- Escalation Listed Below

NON-EMERGENCY CONTACT INFO

123NET Customer Care:

- 888.440.0123 Call or Text
- support@123.net
- Web Portal:
<https://my.123.NET>
- LiveChat Online

Billing Department:

- 888.440.0123 option 2
- ebilling@123.NET

New Order Submission:

- agentorders@123.NET

Move-Add-Change (MAC) Order Submission:

- projects@123.NET

TROUBLE REPORTING & MAINTENANCE

Thank You for Using 123NET Services

123NET monitors our network 24 hours per day, 7 days per week and coordinates with customers prior to all testing, maintenance and repair functions. These precautions help ensure that all services perform in compliance with their technical specifications.

If you should experience any problem with your service, please notify the Network Operations Center (NOC) immediately. The 123NET NOC functions as the single point of contact for customer problem reporting, customer updates and customer notifications regarding network maintenance.

TROUBLE TICKET

Provide the Following Information When You Open a Trouble Ticket

Upon receiving your report, 123NET will immediately begin coordinating efforts to effect appropriate repairs and restore service. The 123NET NOC technician will provide you with timely and continual updates throughout the entirety of your service inquiry.

- **Name & Company**
- **Best Phone Number to Reach Company Contact**
- **Circuit ID**
- **The Endpoints (A & Z Locations) of the Circuit**
- **Nature of Problem(s)**
- **Date & Time of Occurrence**
- **Account Number & PIN**

ESCALATION CONTACTS

ESCALATION LEVEL	CONTACT	PHONE	EMAIL
Level 1	NOC	248.440.0123	noc@123.NET
Level 2	Jacob Price	248.228.8235	jprice@123.NET
Level 3	Andrew Poynter	248.228.3072	apoynter@123.NET
Level 4	Chris Hyatt	248.228.8212	chyatt@123.NET
Level 5	Carol Johnsonbaugh	248.228.8213	caj@123.NET
Level 6	Justin Lampman	248.228.8219	jl@123.NET

BILLING ESCALATION CONTACTS

ESCALATION LEVEL	CONTACT	PHONE	EMAIL
Level 1	Leah Sherrill	248.228.8230	lsherrill@123.NET
Level 2	Carol Johnsonbaugh	248.228.8213	caj@123.NET
Level 3	James Kandler	248.228.8205	jkk@123.NET