



8 Denison Parkway East, Suite 310  
Corning, New York 14830  
Phone: 607.962.5092  
Fax: 607.962.3400

## STN NOC and Escalation Contacts

**STN NOC**  
**855-935-5050**

The STN Network Operations Center (NOC) provides network monitoring and technical support 24/7/365.

In addition to proactively monitoring the STN fiber optic network, the NOC provides outgoing notifications of planned network maintenance events. The STN Network Status website is accessible at <https://d13jgw6sm3f14f.cloudfront.net/>

If you experience an issue with an STN provided service, please contact the NOC immediately. The NOC will establish a Ticket number to document your event, and ensure the right resources are engaged to address your need.

When reaching out to the STN NOC, please provide the following information.

- Company Name
- Callback contact name and number
- Associated STN Circuit ID (if available)
- Associated Service Addresses (A and Z ends of service)
- Description of problem

### ESCALATION LIST

Upon establishment of your Ticket, the NOC will engage the necessary resources to address your need. The NOC will provide regular updates on your ticket status.

If you need to contact the STN operations team directly please follow the Escalation List below to involve additional resources.

#### STN Escalation List

#	Title	Name	Email	Main #
1st	NOC	NOC technician		855-935-5050
2nd	Operations Manager	Ben Rydzewski	brydzewski@southerntiernetwork.org	607-377-6150
3rd	Customer Relations	Jeff Gasper	jgasper@southerntiernetwork.org	585-739-0402
4th	CEO	Steve Manning	smanning@southerntiernetwork.org	607-738-1284