



8 Denison Parkway East, Suite 205
Corning, New York 14830

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.

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 provide additional resources.

STN Escalation List

#	Title	Name	Email	Main #
1st	NOC	NOC technician	NOC@southerntiernetwork.org	855-935-5050
2nd	Operations Manager	Ben Rydzewski	brydzewski@southerntiernetwork.org	607-377-6150
3rd	CEO	Jeff Gasper	jgasper@southerntiernetwork.org	607-454-7429