



ONECOMMUNITY

Service Support Guide

Having network issues?
Need to request technical support?

**Contact our Network Operations Center (NOC),
powered by Everstream:**

866-625-8624

support@everstream.net

Available 24/7/365!

About the NOC

Our 24/7 network operations center is staffed and operated by certified technical staff based in downtown Cleveland.

Our NOC staff includes local field and network operations engineers that are available to help our customers.

Customer Support Portal: oncommunity.org/support

Visit our online portal for a variety of links and resources available to our customers, including:

Network Updates

Sign up to receive network alerts and more.

Service Monitoring via PRTG

View historic and realtime usage on your service.

Customer Support Team

Contact crm@oncommunity.org

Helpful Documents

View digital versions of our Customer Guide, Acceptable Use Policy, and more.

Escalation List

Who to contact when you need further assistance.

Please know your Circuit ID when you call.

