LOGIX
FIBER
NETWORKS

Our promise to you

LOGIX Fiber Networks is committed to providing secure and reliable connections when, where, and how you need them. Your dedicated account team's job is to ensure your experience is a positive one.

What you can expect from LOGIX Fiber Networks

- Action planning and on-time delivery
- A consistent process with active Customer participation
- A dedicated Implementation Coordinator (IC) for your account

Your Implementation Coordinator (IC)

Your Implementation Coordinator will "own" your overall experience with LOGIX Fiber Networks. They are accountable to you throughout the order and installation process, which means you can count on your IC to communicate clearly and openly, assist with inquiries, inform you of milestones and updates, and act as your advocate within LOGIX Fiber Networks.

Your IC's full name, phone number, and email address will appear on your order welcome letter, and they will be contacting you shortly to introduce themselves. In the meantime, below are the key steps you can expect to complete with your IC:

1. Gathering your service installation information
2. Finding and meeting the right local contact
3. Scheduling your Site Survey
4. Reviewing the results of your Site Survey
5. Preparing your equipment room
6. Scheduling your test and turn-up date

If you have any questions about your order, feel free to contact your IC.

Your Salesperson

Your Salesperson will provide you information about LOGIX Fiber Networks' services, and will serve as your point of contact for the sales process. Your salesperson is responsible for gathering and confirming your specifications and requirements — elements necessary to submit an order. Your salesperson will work with you to execute all quotes and orders for new and additional LOGIX Fiber Networks services, and will assist you through the credit application process.

Your Sales Engineer (SE)

Your Sales Engineer will work with you to define and identify technical options and requirements necessary to implement service. Your SE is responsible for understanding your existing network, key locations, and potential needs. With technical knowledge and information about LOGIX Fiber Networks' services, your SE manages the engineering portion of your service quote as well as the inventory and capacity process for your order.

Your Account Relationship Manager (ARM)

Your Account Relationship Manager oversees your account's lifecycle. Your ARM is your point of contact for general account maintenance, bill reviews, regular business reviews, and service issues.