When to raise issues to LOGIX Fiber Networks Management

If you have worked through our standard processes and are still not fully satisfied with the level or timeliness of service you have received, or a Service Level Agreement (SLA) has been missed, you can contact your Implementation Coordinator (IC) with your concerns. Additionally, you can contact your IC when there is tangible impact or risk to your daily business operations because of the status of your order.

Throughout the escalation process, you will be provided with status updates. Please work with your IC to determine your desired frequency of updates.

Resolution Team Key Roles and Responsibilities

Your Implementation Coordinator (IC)

- Serves as your entry point to the management engagement process and your main Point of Contact.
- Advocates for you during the process of resolving your problem.
- Owns the problem and the action plan around its resolution.
- Ascertains the business impact of the situation, based on information you provide.
- Plans, directs, and coordinates activities to ensure your project goals and objectives remain on track.
- Escalates issues on your behalf (where necessary).
- Ensures all parties are properly informed throughout the process.
- Resolves your issue.

Your IC Manager/Director/VP

- Advocates for you during the management engagement process.
- Takes responsibility for your satisfaction and removes roadblocks hindering resolution.
- Obtains and approves additional resources as needed (technical or otherwise).
- Acknowledges Customer issues within four business hours.
- Informs Customer of management's engagement in the process.