

Service Delivery Escalation List

Manager - Provisioning	
Christopher Barajas Office: 713-336-6501 Cell: 832-652-0923 Email: christopher.barajas@logix.com	
Sr. Manager – Data Provisioning & Circuit Design	
Lanora Proctor Office: 405-516-8110 Cell: 405-627-7121 Email: lanora.proctor@logix.com	
Vice President Service Delivery/Construction/Field Services	
Glenn Taylor Office: 713-865-8565 Cell: 713-857-5905 Email: glenn.taylor@logix.com	
Executive Escalations	
Shane Schilling – Chief Technical Officer Cell: 814-248-5341 Email: shane.schilling@logix.com	

Customer Care/Technical Support Center Escalation List (Legacy Logix Customers)

Customer Care Center	Immediate
Toll Free: 800-444-0258 CustCare@logix.com	
TSC Technician	Immediate
Toll Free: 877-564-4966, tsc@logix.com	
TSC Managers	2 Hours
Day Shift: Caliss Isabelle (Voice) Office: 713-333-8741 Email: caliss.isabelle@logix.com Bill Jones (IP & Data) Office: 713-336-6327 Email: bill.jones@logix.com Night Shift Mike Mitchell Office: 713-333-8716 Email: mike.mitchell@logix.com	
Director Customer Care & Repair	4 Hours
Carlos Estrada Office: 713-336-6318 Cell: 281-513-3070 Email: carlos.estrada@logix.com	
Sr. Director - Service Assurance/NOC Operations	6 Hours
Jeremy Uzeta Office: 713-865-8313 Cell: 303-350-0448 Email: jeremy.uzeta@logix.com	
Executive Escalations	As Needed
Mary Malsch – Chief Customer Officer Office: 713-865-8213 Cell: 303-881-5256 Email: mary.malsch@logix.com	

Note: Weekend and holiday escalations are the responsibility of the on call manager. The Service Assurance team will contact the manager at the customer's request. The manager will then contact the customer.

Network Operations Center Escalation List

(Legacy Alpheus Enterprise and Wholesale Customers)

	Service Level DS1 or up to 20M	Service Level OC-12 or 20M up to 1Gbps	Service Level OC-48 or above 1 Gbps
NOC Technician	Immediate	Immediate	Immediate
Toll Free: 866-374-6662 Phone: 713-336-6594			
NOC Managers	4 Hours	2 Hours	Immediate
<u>Day Shift:</u> Kendrick Harvey Office: 713-336-6317 Email: kendrick.harvey@logix.com <u>Evening:</u> Ash Rivers Office: 713-336-6317 Email: ash.rivers@logix.com <u>Night Shift:</u> Mike Mitchell Office: 713-333-8716 Email: mike.mitchell@logix.com <u>IP & Data Manager:</u> Bill Jones Office: 713-336-6327 Email: bill.jones@logix.com			
Director - Service Assurance/NOC	8 Hours	4 Hours	1 Hour
Carlos Estrada Office: 713-336-6318 Cell: 281-513-3070 Email: carlos.estrada@logix.com			
Sr. Director - Service Assurance/NOC	12 Hours	6 Hours	2 Hours
Jeremy Uzeta Office: 713-865-8313 Cell: 303-350-0448 Email: jeremy.uzeta@logix.com			
Executive Escalations			As Needed
Mary Malsch – Chief Customer Officer Office: 713-865-8213 Cell: 303-881-5256 Email: mary.malsch@logix.com			

Note: Weekend and holiday escalations are the responsibility of the on call manager. The NOC will contact the manager at the customer's request. The manager will then contact the customer.