

Helpful Phone Numbers and Links

LOGIX Fiber Networks

- **LOGIX Main Toll Free: 1-800-444-0258**
- **Description**: This Toll-Free number connects you with Logix Support and will quickly route you to the appropriate team to address your service needs.
    - Billing & Payments
    - General Account Support
    - Technical Support
- **Website**: www.logix.com

Customer Portal & Resources

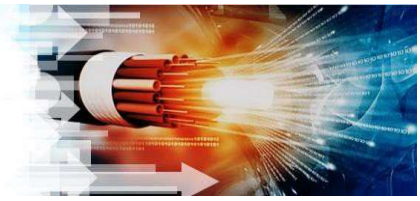
- Customer Portal
- **Description**: With the Logix customer portal, you can securely access and manage your services, handle payments, and get support anytime
- Portal User Guide
- **Description**: Our easy-to-follow guide will help you quickly set up your account and take full advantage of all the online tools we offer.
- Customer Resources
- **Description**: This is the Customer Self-Help web page. You can find easy to understand information, process and product documents, and contact lists.

Sales

- **Toll Free**: **1-888-505-6449**
  Description: This Toll-Free number rings the Sales Hotline. Your one-stop-shop for requesting a quote and inquiring about new products and services.

Billing Operations & Customer Bill Pay Portals

- **Toll Free: 1-800-999-8105**
- **Description**: This Toll-Free number will direct you to the Billing Operations team who will be able to answer any advanced billing questions as well as anything pertaining to credit or collections.
- Bill Payment Portal



Customer Support

Logix Customer Support Representatives strive to deliver prompt and effective solutions for all of your service requests. Our dedicated Support team members work tirelessly to understand your business needs and ensure a high-quality customer experience.

Escalation Contacts

Managers, Customer Support

Shelley Medina

- Shift: Day (7 am to 7 pm)
- Office: 713-865-8216
- Email: shelley.medina@logix.com

Director, Customer Support

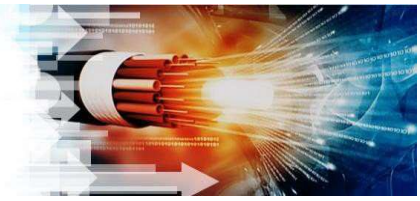
Aimee Atkins

- Office: 713-424-7581
- Email: aimee.atkins@logix.com

Executive Escalations – Chief Network Officer

Kelly Tatro

- Office: 713-865-8250
- Email: kelly.tatro@logix.com



Network Operations Center (NOC)

Logix's team of network experts is staffed 24/7 to deliver advanced technical support, with a focus on rapid issue resolution and minimal service disruption.

NOC Manager

Emilio Hernandez
- Shift: Day (7 am to 7 pm)
- Office: 713-336-6316
- Email: emilio.hernandez@logix.com

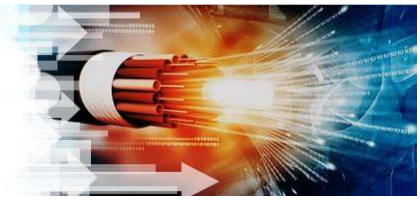
Adrian Galvan
- Shift: Nights (7 pm to 7 am)
- Office: 713-865-8346
- Email: adrian.galvan@logix.com

Director, NOC

Denny Hodge
- Office: 615-554-4044
- Email: denny.hodge@logix.com

Executive Escalations – Chief Network Officer

Kelly Tatro
- Office: 713-865-8250
- Email: kelly.tatro@logix.com



Billing Escalations

ESCALATIONS CONTACT LIST

Billing Operations

- **Toll Free: 1-800-999-8105**
- **Description**: This Toll-Free number will direct you to the Billing Operations team who will be able to answer any advanced billing questions as well as anything pertaining to credit or collections.
- **Business Hours:** Mon-Fri 7:30A to 5:30P CT

Manager

Monique Sampson

- Office: 713-865-8359
- Email: Monique.sampson@logix.com

Director

Brenda Weaver

- Office: 713-865-8215
- Cell: 281-731-2100
- Email: brenda.weaver@logix.com

Executive Escalations

Bethany Espeseth – Corporate Controller

- Office: 720-988-0600
- Email: bethany.espeseth@logix.com