



## **This document includes detailed instructions on how to prepare for Scheduling Activations of LOGIX Services**

Scheduled activations for service(s) follow an assisted activation process that may include an equipment installation stage and a scheduled activation event.

Your Installation Coordinator (IC) will provide your site technical contact with an Internet Connection Detail Form once service is ready. This form contains details that will allow you to load the correct IP configuration onto your device before the scheduled activation event.

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### **Scheduled Activation Support**

Your IC monitors the progress of your order. Once your order is ready for installation, your IC will contact you to coordinate the date(s) and time(s) for the equipment installation and scheduled activation events.

Upon confirmation of internal resource availability and approval to schedule, LOGIX Fiber Networks will communicate the final date and time of your scheduled activation. Prior to your activation day, LOGIX Fiber Networks will contact you to confirm the date and time. If you need to make any changes to your activation schedule, please notify your IC immediately to reschedule. In the event you are unable to be present for the activation or cancel/reschedule within 24 hours of the scheduled activation start time, additional charges may apply.

If you have been scheduled for an afterhours or a weekend activation, and a LOGIX Fiber Networks team member does not show up for the event, please contact the Installation Helpline at 877-356-2054.

Please see the checklist below to understand what will take place.

## Steps to Successful Activation

You need to perform the following activities to ensure a successful activation:

- ✓ Identify appropriate space for equipment.
- ✓ Ensure appropriate power is available for equipment.
- ✓ Install and configure Customer-provided equipment.
- ✓ Confirm equipment is set up and ready to connect to the LOGIX network.
- ✓ Arrange and confirm site access for the LOGIX Field Technician.
- ✓ Ensure your local contact knows the location of your server/data room.
- ✓ Ensure your local contact knows the specific rack space reserved for LOGIX Fiber Networks equipment.
- ✓ Ensure you have received an Internet Connection Detail Form (ICDF) from your IC after the installation of the equipment.

During the scheduled activation event, which is conducted as a conference call between LOGIX Fiber Networks and the Customer, the service-specific activation steps are as follows:

1. Verify connectivity
2. Ensure LAN block is being routed correctly
3. Establish routing protocols
4. Confirm service with LOGIX Fiber Networks
5. Verify connectivity to other locations (DIA only)

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## Billing Effective Date

Please note that, per your service agreement, billing will start upon delivery of a Connection Notice and is not dependent upon completion of the activation steps outlined above. You will have a pre-determined amount of time, stated in your agreement, to determine whether service is functional.

### Bill Start Date for Customers

- If LOGIX is adding sites to your existing network, we will start billing upon activation of each site.
- You will receive a Connection Notification letter confirming that billing has begun.

## Post-activation Support

If you have activated your service but are experiencing issues after passing traffic for at least 12 hours, please contact the LOGIX Fiber Networks Technical Support Center at 1-800-444-0258, or open a repair ticket using the LOGIX Customer Portal:

<https://customercare.mylogix.com/>

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## Common Troubleshooting Tips

The following tips may help resolve connectivity problems. In order to resolve issues as quickly as possible, we recommend double-checking this list before calling Technical Support.

- Verify power is correctly connected to your equipment by cycling the power or turning it off and then back on.
- Confirm cabling is installed correctly, by unplugging the cable and plugging it back into your equipment at the Logix demarcation point.
- Confirm the current state of equipment interface is in an “up” state and the interface setting must match the LOGIX Fiber Networks speed/duplex configuration. If not sure, please contact Logix Fiber Networks Technical Support.
- Verify you are not exceeding port capacity. If you have ethernet service(s), it is usually necessary to ensure Traffic Shaping (or Packet Shaping) is enabled on the router. If not sure, please contact Logix Fiber Networks Technical Support. If you need additional capacity, contact your LOGIX Fiber Networks Account Team.
- If you are experiencing an impairment involving packet loss or routing, then Trace Routes to a specific web site, ping tests with Source, and Destination information are necessary for LOGIX Fiber Networks to assist in resolving the issue.
- To verify your speed, you may use the LOGIX Fiber Networks speed test. Please note the speed test is for lower bandwidth services (under 500 mbps) and that speed testing an off-network circuit is not a reliable indication of speed:

### **Houston and Dallas Speed Tests:**

<http://logixfibernetworks.speedtestcustom.com/>

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## Customer Not Ready Policy

LOGIX Fiber Networks endeavors to deliver your service as of the Committed Due Date (CDD). If Customer's delay or inaction prevents LOGIX Fiber Networks from completing service installation, LOGIX Fiber Networks will begin charging for service(s) starting on the CDD. Service charges will continue to accrue until the Customer is ready and LOGIX Fiber Networks can complete service installation. Accrued service charges will appear on your first invoice.

If you have any questions about site readiness or other actions needed to achieve the CDD, please contact your IC as soon as possible.

Note: Communicating important information to your site technical contact will help identify and address issues ahead of time.

## Customer Cancellation Policy

LOGIX Fiber Networks will confirm the scheduled date and time of requested service activation with an email to the Customer, your IC, your field tech, and your remote managed activation tech. LOGIX Fiber Networks will provide additional best effort notifications to remind the Customer about your respective scheduled activation date and time. If you need to cancel, our policy is:

1. You must cancel one (1) business day before the confirmed activation date and time. If cancellation occurs less than one (1) business day before activation, charges will apply.
2. You have the option to cancel or reschedule your activation without charges one (1) business day before the confirmed activation date by calling the Installation Helpline at 877-356-2054 Monday through Friday 8 a.m. to 5 p.m. Central Time.
3. You may also contact your IC to cancel or reschedule the activation.