



## Helpful Phone Numbers and Links

### LOGIX Fiber Networks

- **LOGIX Main Toll Free: 1-800-444-0258**
- **Description:** This Toll Free number rings the main IVR and will route you quickly to the appropriate team. (Technical Support, Billing, HPBX Product Support, Account Changes and General Account Support)
- **Website:** [www.logix.com](http://www.logix.com)

### Customer Resources

- **Link:** <https://logix.com/customer-resources/>
- **Description:** This is the Customers Self-Help webpage. You can find easy to understand information, process and product documents and contacts. If you are unable to find what you are looking for here, let us know!

### 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.
- **Billing Payment Portal:** <https://customercare.mylogix.com/>

### Customer Experience Team

- **Toll Free: 1-888-564-4929**
- **Description:** If you would like to share details regarding your “experience” with us; good or bad, we would like to hear it! The Customer Experience Team is dedicated to making sure that we are living up to our commitments and to your expectations.
- **Email:** [VoiceoftheCustomer@logix.com](mailto:VoiceoftheCustomer@logix.com)



## Escalation Contact List For:

## Services That Are Pending Activation / Turned-Up

### ESCALATIONS CONTACT LIST

#### Manager - Provisioning

##### Christopher Barajas

- Office: 713-336-6501
- Cell: 832-652-0923
- Email: [christopher.barajas@logix.com](mailto: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](mailto: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](mailto:glenn.taylor@logix.com)

#### Executive Escalations

##### Shane Schilling – Chief Technical Officer

- Cell: 814-248-5341
- Email: [shane.schilling@logix.com](mailto:shane.schilling@logix.com)