



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

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



Customer Service Operations Center - SOC (Enterprise Customers)

Escalation Contacts	Timeframes
Enterprise Customer Support & Service Operations Center	Immediate
<ul style="list-style-type: none"> ▪ 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. Select Option #4 to be directly connected to a technician. (Enterprise Customers) ▪ Email: Info@Logix.com 	
Service Operation Center <u>Managers</u>	2 Hours
<p>Elvin Young</p> <ul style="list-style-type: none"> ▪ Shift: Day (7 am to 7 pm) ▪ Office: 713-865-8591 ▪ Email: elvin.young@logix.com <p>Kendrick Harvey</p> <ul style="list-style-type: none"> ▪ Shift: Day (7 am to 7 pm) ▪ Office: 713-336-6325 ▪ Email: kendrick.harvey@logix.com 	<p>Ash Rivers</p> <ul style="list-style-type: none"> ▪ Shift: Swing ▪ Office: 713-336-6317 ▪ Email: ash.rivers@logix.com <p>Mike Mitchell (All Support)</p> <ul style="list-style-type: none"> ▪ Shift: Night ▪ Office: 713-857-5905 ▪ Email: mike.mitchell@logix.com
Director (Customer Care / Repair)	4 Hours
<p>Carlos Estrada</p> <ul style="list-style-type: none"> ▪ Office: 713-336-6318 ▪ Cell: 281-513-3070 ▪ Email: carlos.estrada@logix.com 	
Vice President - Customer Support	6 Hours
<p>Denise Rios</p> <ul style="list-style-type: none"> ▪ Office: 713-865-8250 ▪ Cell: 720-485-7505 ▪ Email: denise.rios@logix.com 	
Executive Escalations	As Needed
<p>Mary Malsch – Chief Customer Officer</p> <ul style="list-style-type: none"> ▪ Office: 713-865-8213 ▪ Cell: 303-881-5256 ▪ Email: mary.malsch@logix.com 	
<p><i>Note: Weekend and holiday escalations are the responsibility of the on call manager. A manager will be contacted at the customer's request. The manager will then contact the customer.</i></p>	



Network Operations Center (Wholesale & Carrier Customers)

Associated Services and Escalation Timeframes	Service Level DS1 or up to 20M	Service Level OC-12 or 20M up to 1Gbps	Service Level OC-48 or above 1Gbps
NOC Technician	Immediate	Immediate	Immediate
<ul style="list-style-type: none"> ▪ 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. Select Option #1 to be directly connected to a technician (Wholesale/Carrier customers). ▪ Email: NOC@logix.com 			
NOC Managers	4 Hours	2 Hours	Immediate
Caliss Isabelle <ul style="list-style-type: none"> ▪ Shift: Day ▪ Office: 713-333-8741 ▪ Email: caliss.isabelle@logix.com Ash Rivers <ul style="list-style-type: none"> ▪ Shift: Swing ▪ Office: 713-336-6317 ▪ Email: ash.rivers@logix.com 	Mike Mitchell <ul style="list-style-type: none"> ▪ Shift: Night ▪ Office: 713-857-5905 ▪ Email: mike.mitchell@logix.com 		
NOC Director	8 Hours	4 Hours	1 Hour
Carlos Estrada <ul style="list-style-type: none"> ▪ Office: 713-336-6318 ▪ Cell: 281-513-3070 ▪ Email: carlos.estrada@logix.com 			
Vice President - Customer Support	12 Hours	6 Hours	2 Hours
Denise Rios <ul style="list-style-type: none"> ▪ Office: 713-865-8250 ▪ Cell: 720-485-7505 ▪ Email: denise.rios@logix.com 			
Executive Escalations	As Needed		
Mary Malsch – Chief Customer Officer <ul style="list-style-type: none"> ▪ Office: 713-865-8213 ▪ Cell: 303-881-5256 ▪ Email: mary.malsch@logix.com 			
<p><i>Note: Weekend and holiday escalations are the responsibility of the on call manager. A manager will be contacted at the customer's request. The manager will then contact the customer.</i></p>			