



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



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

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



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
- Email: brenda.weaver@logix.com

Executive Escalations

Mary Malsch – Chief Customer Officer

- Office: 713-865-8213
- Cell: 303-881-5256
- Email: mary.malsch@logix.com



Customer Service Operations Center - SOC (Enterprise Customers)

Escalation Contacts	Timeframes
Enterprise Customer Support & Service Operations Center <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 	Immediate
Service Operation Center <u>Managers</u>	2 Hours
Elvin Young <ul style="list-style-type: none"> ▪ Shift: Day (7 am to 7 pm) ▪ Office: 713-865-8591 ▪ Email: elvin.young@logix.com 	Ash Rivers <ul style="list-style-type: none"> ▪ Shift: Swing ▪ Office: 713-336-6317 ▪ Email: ash.rivers@logix.com
Kendrick Harvey <ul style="list-style-type: none"> ▪ Shift: Day (7 am to 7 pm) ▪ Office: 713-336-6325 ▪ Email: kendrick.harvey@logix.com 	Mike Mitchell (All Support) <ul style="list-style-type: none"> ▪ Shift: Night ▪ Office: 713-857-5905 ▪ Email: mike.mitchell@logix.com
Director (Customer Care / Repair)	4 Hours
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	6 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>	



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>			