



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

Mary Malsch – Chief Customer Officer

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

***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.*