



## 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)



## 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	Service Level OC-48 or above 1Gbps
<b>NOC Technician</b>	Immediate	Immediate	Immediate
<ul style="list-style-type: none"> <li>LOGIX Main Toll Free: <b>1-800-444-0258</b></li> <li><b>Description:</b> 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).</li> <li><b>Email:</b> <a href="mailto:NOC@logix.com">NOC@logix.com</a></li> </ul>			
<b>NOC Managers</b>	<b>4 Hours</b>	<b>2 Hours</b>	<b>Immediate</b>
<b>Caliss Isabelle</b> <ul style="list-style-type: none"> <li>Shift: Day</li> <li>Office: 713-333-8741</li> <li>Email: <a href="mailto:caliss.isabelle@logix.com">caliss.isabelle@logix.com</a></li> </ul>	<b>Mike Mitchell</b> <ul style="list-style-type: none"> <li>Shift: Night</li> <li>Office: 713-333-8716</li> <li>Email: <a href="mailto:mike.mitchell@logix.com">mike.mitchell@logix.com</a></li> </ul>		
<b>Ash Rivers</b> <ul style="list-style-type: none"> <li>Shift: Evening</li> <li>Office: 713-336-6317</li> <li>Email: <a href="mailto:ash.rivers@logix.com">ash.rivers@logix.com</a></li> </ul>			
<b>NOC Director</b>	<b>8 Hours</b>	<b>4 Hours</b>	<b>1 Hour</b>
<b>Carlos Estrada</b> <ul style="list-style-type: none"> <li>Office: 713-336-6318</li> <li>Cell: 281-513-3070</li> <li>Email: <a href="mailto:carlos.estrada@logix.com">carlos.estrada@logix.com</a></li> </ul>			
<b>Sr. Director- Network Operations</b>	<b>12 Hours</b>	<b>6 Hours</b>	<b>2 Hours</b>
<b>John Van Hook</b> <ul style="list-style-type: none"> <li>Office: 713-865-8223</li> <li>Cell: 281-657-5543</li> <li>Email: <a href="mailto:john.vanhook@logix.com">john.vanhook@logix.com</a></li> </ul>			
<b>Sr. VP - Executive Escalations</b>	<b>As Needed</b>		
<b>Glenn Taylor</b> <ul style="list-style-type: none"> <li>Office: 713-865-8565</li> <li>Cell: 713-857-5905</li> <li>Email: <a href="mailto:glenn.taylor@logix.com">glenn.taylor@logix.com</a></li> </ul>			
<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>			



## Customer Service Operations Center - SOC (Enterprise Customers)

Escalation Contacts	Timeframes
<p><b>Enterprise Customer Support &amp; Service Operations Center</b></p> <ul style="list-style-type: none"> <li>▪ <b>LOGIX Main Toll Free: 1-800-444-0258</b></li> <li>▪ <b>Description:</b> 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)</li> <li>▪ <b>Email:</b> <a href="mailto:Info@Logix.com">Info@Logix.com</a></li> </ul>	<b>Immediate</b>
<p><b>Service Operation Center <u>Managers</u></b></p> <p><b>OPEN</b></p> <ul style="list-style-type: none"> <li>• Shift: Day (7 am to 7 pm)</li> <li>▪ Office:</li> <li>• Email:</li> </ul> <p><b>Kendrick Harvey</b></p> <ul style="list-style-type: none"> <li>• Shift: Day (7 am to 7 pm)</li> <li>▪ Office: 713-336-6325</li> <li>• Email: <a href="mailto:kendrick.harvey@logix.com">kendrick.harvey@logix.com</a></li> </ul>	<b>2 Hours</b>
<p><b>Sr. Manager (Customer Care / SOC)</b></p> <p><b>Elvin Young</b></p> <ul style="list-style-type: none"> <li>▪ Shift: Day (7 am to 7 pm)</li> <li>▪ Office: 713-865-8591</li> <li>▪ Email: <a href="mailto:elvin.young@logix.com">elvin.young@logix.com</a></li> <li>▪</li> </ul>	<b>4 Hours</b>
<p><b>Vice President - Customer Support</b></p> <p><b>Denise Rios</b></p> <ul style="list-style-type: none"> <li>▪ Office: 713-865-8250</li> <li>▪ Cell: 720-485-7505</li> <li>▪ Email: <a href="mailto:denise.rios@logix.com">denise.rios@logix.com</a></li> </ul>	<b>6 Hours</b>
<p><b>Executive Escalations</b></p> <p><b>Mary Malsch – Chief Customer Officer</b></p> <ul style="list-style-type: none"> <li>▪ Office: 713-865-8213</li> <li>▪ Cell: 303-881-5256</li> <li>▪ Email: <a href="mailto:mary.malsch@logix.com">mary.malsch@logix.com</a></li> </ul>	<b>As Needed</b>
<p><i><b>Note:</b> 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>	



## 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)

#### Manager - Provisioning

##### Esther Phillips

- Office: 713-865-8445
- Cell: 281-900-0068
- Email: [esther.phillips@logix.com](mailto:esther.phillips@logix.com)

#### Manager - Provisioning

##### Dennis Collins

- Office: 713-865-8317
- Email: [dennis.collins@logix.com](mailto:dennis.collins@logix.com)

#### Director – Service Delivery

##### Lanora Proctor

- Office: 405-516-8110
- Cell: 405-627-7121
- Email: [lanora.proctor@logix.com](mailto:lanora.proctor@logix.com)

#### Vice President Service Delivery

##### Denise Rios

- Office: 713-865-8250
- Cell: 720-485-7505
- Email: [denise.rios@logix.com](mailto:denise.rios@logix.com)

#### Executive Escalations

##### Mary Malsch – Chief Customer Officer

- Office: 713-865-8213
- Cell: 303-881-5256
- Email: [mary.malsch@logix.com](mailto: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.*



## 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](mailto:Monique.sampson@logix.com)

#### Director

##### Brenda Weaver

- Office: 713-865-8215
- Cell: 281-731-2100
- Email: [brenda.weaver@logix.com](mailto:brenda.weaver@logix.com)

#### Executive Escalations

##### Mary Malsch – Chief Customer Officer

- Office: 713-865-8213
- Cell: 303-881-5256
- Email: [mary.malsch@logix.com](mailto: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.*