



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
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 	Mike Mitchell <ul style="list-style-type: none"> Shift: Night Office: 713-333-8716 Email: mike.mitchell@logix.com 		
Ash Rivers <ul style="list-style-type: none"> Shift: Evening Office: 713-336-6317 Email: ash.rivers@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 			
Sr. Director- Network Operations	12 Hours	6 Hours	2 Hours
John Van Hook <ul style="list-style-type: none"> Office: 713-865-8223 Cell: 281-657-5543 Email: john.vanhook@logix.com 			
Sr. VP - Executive Escalations	As Needed		
Glenn Taylor <ul style="list-style-type: none"> Office: 713-865-8565 Cell: 713-857-5905 Email: glenn.taylor@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>			



Customer Service Operations Center - SOC (Enterprise Customers)

Escalation Contacts	Timeframes
<p>Enterprise Customer Support & Service Operations Center</p> <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
<p>Service Operation Center <u>Managers</u></p> <p>OPEN</p> <ul style="list-style-type: none"> • Shift: Day (7 am to 7 pm) ▪ Office: • Email: <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 	2 Hours
<p>Sr. Manager (Customer Care / SOC)</p> <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 ▪ 	4 Hours
<p>Vice President - Customer Support</p> <p>Denise Rios</p> <ul style="list-style-type: none"> ▪ Office: 713-865-8250 ▪ Cell: 720-485-7505 ▪ Email: denise.rios@logix.com 	6 Hours
<p>Executive Escalations</p> <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 	As Needed
<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>	