



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



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
Kendrick Harvey <ul style="list-style-type: none"> Shift: Day Office: 713-336-6325 Email: kendrick.harvey@logix.com 	Mike Mitchell <ul style="list-style-type: none"> Shift: Night Office: 713-333-8716 Email: mike.mitchell@logix.com 		
Caliss Isabelle <ul style="list-style-type: none"> Shift: Evening Office: 713-333-8741 Email: caliss.isabele@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 			
<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>			



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
Arthur Moody <ul style="list-style-type: none"> • Shift: Day (7 am to 7 pm) ▪ Office: 713-865-8290 • Email: Arthur.moody@logix.com 	
Sr. Manager (Customer Care / SOC)	4 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 ▪ 	
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>	



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

Manager - Provisioning

Esther Phillips

- Office: 713-865-8445
- Cell: 281-900-0068
- Email: esther.phillips@logix.com

Manager - Provisioning

Dennis Collins

- Office: 713-865-8317
- Cell: 281-910-5379
- Email: dennis.collins@logix.com

Director – Service Delivery

Lanora Proctor

- Office: 405-516-8110
- Cell: 405-627-7121
- Email: lanora.proctor@logix.com

Vice President Service Delivery

Denise Rios

- Office: 713-865-8250
- Cell: 720-485-7505
- Email: denise.rios@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.



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.*