



## 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>Kendrick Harvey</b> <ul style="list-style-type: none"> <li>Shift: Day</li> <li>Office: 713-336-6325</li> <li>Email: <a href="mailto:kendrick.harvey@logix.com">kendrick.harvey@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>Caliss Isabelle</b> <ul style="list-style-type: none"> <li>Shift: Evening</li> <li>Office: 713-333-8741</li> <li>Email: <a href="mailto:caliss.isabele@logix.com">caliss.isabele@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>			