



## 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/>

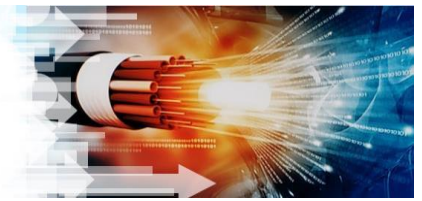
### Customer Experience Team

- **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 – 24 x 7 (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>▪ <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.</li> <li>▪ <b>Email:</b> <a href="mailto:NOC@logix.com">NOC@logix.com</a></li> </ul>			
<b>NOC Managers</b>	4 Hours	2 Hours	Immediate
<b>Kendrick Harvey</b> <ul style="list-style-type: none"> <li>▪ Shift: Day</li> <li>▪ Office: 713-336-6325</li> <li>▪ Cell: 832-707-6197</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>▪ Cell: 713-231-3709</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>▪ Cell: 281-802-2335</li> <li>▪ Email: <a href="mailto:caliss.isabelle@logix.com">caliss.isabelle@logix.com</a></li> </ul>			
<b>NOC Director</b>	8 Hours	4 Hours	1 Hour
<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>	12 Hours	6 Hours	2 Hours
<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>	As Needed		
<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><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>			



**Customer Service Operations Center - Mon-Sat 7:00 am to 7:00 pm CT  
(Enterprise Customers)**

Escalation Contacts	Timeframes
<b>Enterprise Customer Support &amp; Service Operations Center</b> <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.</li> <li>▪ <b>Email:</b> <a href="mailto:Info@Logix.com">Info@Logix.com</a></li> </ul>	<b>Immediate</b>
<b>Service Operation Center <u>Managers</u></b>	<b>2 Hours</b>
<b>Arthur Moody</b> <ul style="list-style-type: none"> <li>▪ Shift: Day</li> <li>▪ Office: 713-865-8290</li> <li>▪ Cell: 281-513-6321</li> <li>▪ Email: <a href="mailto:arthur.moody@logix.com">arthur.moody@logix.com</a></li> </ul>	
<b>Shelley Medina</b> <ul style="list-style-type: none"> <li>▪ Shift: Day</li> <li>▪ Office: 713-865-8216</li> <li>▪ Cell : 281-881-2546</li> <li>▪ Email: <a href="mailto:shelley.medina@logix.com">shelley.medina@logix.com</a></li> </ul>	
<b>Sr. Manager - Service Operation Center</b>	<b>4 Hours</b>
<b>Elvin Young</b> <ul style="list-style-type: none"> <li>▪ Shift: Day</li> <li>▪ Office: 713-865-8591</li> <li>▪ Cell: 832-455-7324</li> <li>▪ Email: <a href="mailto:elvin.young@logix.com">elvin.young@logix.com</a></li> </ul>	
<b>Vice President - Customer Support</b>	<b>6 Hours</b>
<ul style="list-style-type: none"> <li>▪ <b>Denise Rios</b></li> <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>Executive Escalations</b>	<b>As Needed</b>
<b>Mary Malsch – Chief Customer Officer</b> <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>	
<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/Turn-Up

### ESCALATIONS CONTACT LIST

#### Manager – Provisioning (Data/Voice Technicians)

##### Christopher Barajas

- Office: 713-336-6501
- Cell: 832-652-0923
- Email: [christopher.barajas@logix.com](mailto:christopher.barajas@logix.com)

#### Manager – Provisioning (Implementation Coordinators)

##### Esther Phillips

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

#### Manager – Provisioning (Order Entry, Add/Change/Delete, Circuit Design)

##### Dennis Collins

- Office: 713-865-8317
- Cell: 281-910-5379
- 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 7:30 am to 5:30 pm CT

#### Manager

##### Monique Sampson

- Office: 713-865-8359
- Cell: 281-673-9509
- 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.*