



## 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)



## 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.*