



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
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. ▪ 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 ▪ Cell: 832-707-6197 ▪ Email: kendrick.harvey@logix.com 	Mike Mitchell <ul style="list-style-type: none"> ▪ Shift: Night ▪ Office: 713-333-8716 ▪ Cell: 713-231-3709 ▪ Email: mike.mitchell@logix.com 		
Caliss Isabelle <ul style="list-style-type: none"> ▪ Shift: Evening ▪ Office: 713-333-8741 ▪ Cell: 281-802-2335 ▪ Email: caliss.isabelle@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>			