



Wholesale Escalation List: 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. (Network Operations Center (NOC) and Billing).
- **Website:** www.logix.com

Account Management

- **Email:** CarrierAccountManagers@logix.com
- **Description:** Please call your Account Manager with general escalations, billing inquiries, quotes/proposals or any other general account inquiries

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://customer care.mylogix.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
NOC Technician	Immediate	Immediate	Immediate
<ul style="list-style-type: none"> LOGIX Main Toll Free: 1-800-444-0258 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
<ul style="list-style-type: none"> Carlos Estrada Office: 713-336-6318 Cell: 281-513-3070 Email: carlos.estrada@logix.com 			
Sr. Director- Network Operations	12 Hours	6 Hours	2 Hours
<ul style="list-style-type: none"> John Van Hook 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>			



Escalation Contact List for Services That Are Pending Activation / Turned-Up

ESCALATIONS CONTACT LIST

Manager – Provisioning (Data/Voice Technicians)

Christopher Barajas

- Office: 713-336-6501
- Cell: 832-652-0923
- Email: christopher.barajas@logix.com

Manager – Provisioning (Implementation Coordinators)

Esther Phillips

- Office: 713-865-8445
- Cell: 281-900-0068
- Email: 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

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