



## 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)



## Customer Service Operations Center - SOC (Enterprise Customers)

Escalation Contacts	Timeframes		
<b>Enterprise Customer Support &amp; Service Operations Center</b>	<b>Immediate</b>		
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<b>Service Operation Center <u>Managers</u></b>	<b>2 Hours</b>		
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <b>Arthur Moody</b> <ul style="list-style-type: none"> <li>▪ Shift: Day (7 am to 7 pm)</li> <li>▪ Office: 713-865-8290</li> <li>▪ Mobile: 281-513-6321</li> <li>▪ Email: <a href="mailto:arthur.moody@logix.com">arthur.moody@logix.com</a></li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <b>Shelley Medina</b> <ul style="list-style-type: none"> <li>▪ Shift: Day (7 am to 7 pm)</li> <li>▪ Office: 713-865-8216</li> <li>▪ Mobile: 281-881-2546</li> <li>▪ Email: <a href="mailto:shelley.Medina@logix.com">shelley.Medina@logix.com</a></li> </ul> </td> </tr> </table>	<b>Arthur Moody</b> <ul style="list-style-type: none"> <li>▪ Shift: Day (7 am to 7 pm)</li> <li>▪ Office: 713-865-8290</li> <li>▪ Mobile: 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 (7 am to 7 pm)</li> <li>▪ Office: 713-865-8216</li> <li>▪ Mobile: 281-881-2546</li> <li>▪ Email: <a href="mailto:shelley.Medina@logix.com">shelley.Medina@logix.com</a></li> </ul>	
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<b>Sr. Manager (Customer Care / Technical Support)</b>	<b>4 Hours</b>		
<b>Elvin Young</b> <ul style="list-style-type: none"> <li>▪ Shift: Day (7 am to 7 pm)</li> <li>▪ Office: 713-865-8591</li> <li>▪ Mobile: 832-455-7324</li> <li>▪ Email: <a href="mailto:elvin.young@logix.com">elvin.young@logix.com</a></li> </ul>			
<b>Sr. Vice President - Customer Support</b>	<b>6 Hours</b>		
<b>Denise Rios</b> <ul style="list-style-type: none"> <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</b> – Chief Customer Officer <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>			