

LOGIX
FIBER NETWORKS



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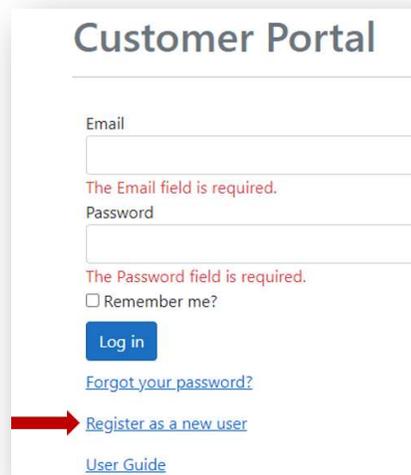
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If you need assistance, please call us at [800-444-0258](tel:800-444-0258), and we'll be happy to help!

REGISTRATION

There are two ways to access the LOGIX Customer Portal: visit <https://logix.com/customer-portal/> or via the [Customer Portal](#) link on the LOGIX [homepage](#). First-time users must register for a new profile to gain access:

1. Click **Register as a new user**:



Customer Portal

Email
The Email field is required.

Password
The Password field is required.

Remember me?

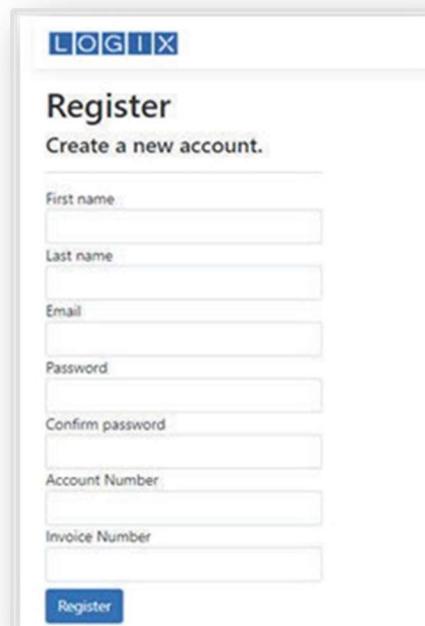
Log in

[Forgot your password?](#)

[Register as a new user](#)

[User Guide](#)

2. Enter the requested information for all fields and click the **Register** button to continue.
 - You will need your account number and an invoice number.
 - Passwords must be at least 12 characters, contain one alphanumeric character, and include at least one digit ("0" thru "9").



LOGIX

Register

Create a new account.

First name

Last name

Email

Password

Confirm password

Account Number

Invoice Number

Register

3. You should receive the confirmation email within a few minutes. Please check your spam or junk mail folder(s) if the confirmation does not appear in your inbox.



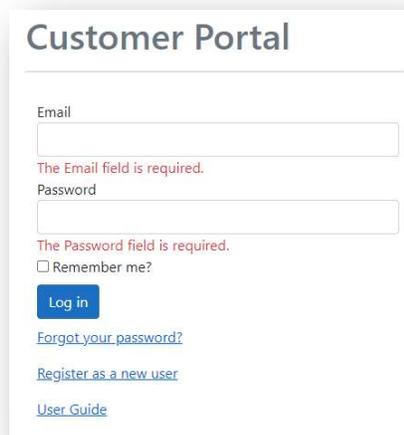
From: customerportal@logixcom.net <customerportal@logixcom.net>
Sent: Tuesday, September 20, 2022 1:26 PM
To: Your Name <Your.Name@email.com>
Subject: Confirm your email

Please confirm your account by [clicking here](#).

If the confirmation email is not in a spam or junk mail folder, please have your internal IT team whitelist customerportal@logixcom.net (or IP: 216.201.128.40) in your spam filter.

NOTE: Please do not attempt to log in until after completing the confirmation email registration step (logging in prior to confirmation can lock access to your portal account).

4. The confirmation link will return you to the logon page. You can now log in to your account:



Customer Portal

Email

The Email field is required.

Password

The Password field is required.

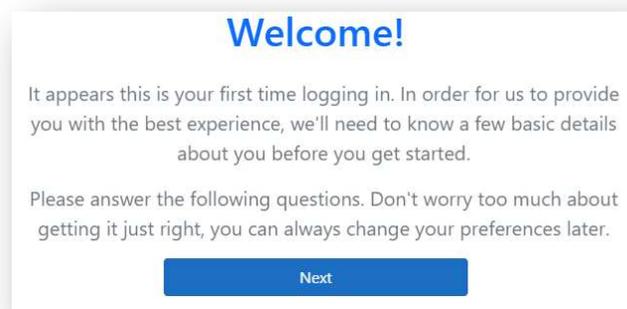
Remember me?

[Forgot your password?](#)

[Register as a new user](#)

[User Guide](#)

5. Next, you'll answer a few simple questions to set your preferences. Click **Next** to continue:



Welcome!

It appears this is your first time logging in. In order for us to provide you with the best experience, we'll need to know a few basic details about you before you get started.

Please answer the following questions. Don't worry too much about getting it just right, you can always change your preferences later.

6. Enter the desired contact phone number and click **Next**:

What is the best phone number to reach you?

7. Select your preferred contact availability (days/hours) and click **Next**:

When are you available to be contacted?

Available Days

Su Mo Tu We Th Fr Sa

Available Hours

Start Time Stop Time

--:-- --:--

8. We offer and encourage Paperless Billing for our customers. Select your preferred delivery method to continue:

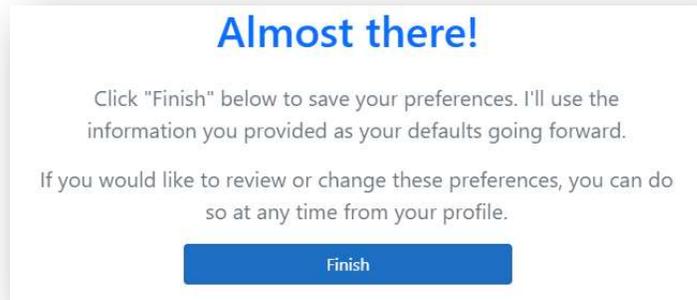
Paperless Billing

Do you require a physical copy of your invoices sent by mail?

Paperless billing reduces processing times and removes potential issues with delivery of invoices and receipt of payments. We encourage all customers to go paperless if possible.

If you are unsure or are not the responsible party within your company, you can always adjust this later in your profile.

9. You can edit these preferences any time as needed from the Profile menu. Click **Finish** to continue to the account Overview page:



RESETTING YOUR PASSWORD

1. From the login page click **Forgot your Password:**

Customer Portal

Email

The Email field is required.

Password

The Password field is required.

Remember me?

Log in

[Forgot your password?](#)

[Register as a new user](#)

[User Guide](#)

2. Enter your email address and click **Submit:**

LOGIX

Forgot your password?

Enter your email.

Email

Submit

LOGIX

Forgot password confirmation

Please check your email to reset your password.

3. Check your email and click the provided link:

If you do not receive the email within a few minutes, please check spam or junk mail folders.

From: customerportal@logixcom.net <customerportal@logixcom.net>
Sent: Wednesday, May 21, 2024 7:42 AM
To: Your Name <Your.Name@email.com>
Subject: Reset Password

Please reset your password by [clicking here](#).

4. The email link will redirect you to the Reset password page:

Passwords must be at least 12 characters, contain one alphanumeric character, and include at least one digit ("0" thru "9").



The screenshot shows a web form titled "Reset password" with the Logix logo at the top. Below the title is the instruction "Reset your password." The form contains three input fields: "Email", "Password", and "Confirm password". A blue "Reset" button is located at the bottom left of the form.

5. You will receive a confirmation email. Click the provided link to return to the login page:

If you do not receive the email in your inbox within a few minutes, please check your spam or junk mail folder(s).



The screenshot shows an email confirmation message with the Logix logo at the top. The main heading is "Reset password confirmation". Below the heading, it says "Your password has been reset. Please [click here to log in](#)."

Note: *The confirmation link can only be used once. Repeat the steps above to generate a new link if needed.*

NAVIGATION:

Use the navigation header to quickly access the desired account information.



Each page is described below:

I. OVERVIEW:

The Overview page displays an account summary (use the account number drop-down if multiple accounts are registered to see detail for each), LOGIX Customer Care contact information, and helpful links to customer resources, including Autopay Enrollment. You can also view and pay bills directly from this page, (more on invoices and payments below):

The screenshot displays the LOGIX Overview page with the following sections:

- Current Balance:** \$16,905.89. A blue button labeled "View Bill" is present below the balance.
- Payment Due:** 01/28/2024. A green button labeled "Make a Payment" is present below the due date.
- Personal information:**
 - Account Number:** A dropdown menu with a grid icon and a downward arrow.
 - Parent Account:** Sample Parent Account
 - Account Name:** Sample Account
 - Account Status:** Active
 - Account Type:** Wholesale (or Retail)
 - Account Group:** Customer
 - Current Cycle:** 02/7/2024 - 03/08/2024
 - Billing Address:** 123 Street, Suite 4, Houston, TX 77450
- Contact information:**
 - Client Advocate:** My.Advocate@logix.com
 - Customer Care:** (800) 444-0258. Service Operations Center: 7 a.m.-7 p.m. Monday-Saturday (CST). Network Operations Center: 24/7 year-round.
 - Sales:** (281) 688-6283
 - Resources:**
 - [Customer Resources](#)
 - [Speed Test](#)
 - [Autopay Enrollment](#)
 - [Privacy Policy](#)
 - [User Guide](#)

II. INVOICES:

Here you can view summary information for any invoice. You can also download detailed PDF invoices, and/or export files in XLS or CSV format. If multiple accounts are registered, select the desired account from the Account dropdown:

Account

All ▾

Make a Payment

Export

XLS

CSV

Invoices

Invoice	Date	Account #	Due Date	New Charges	Balance	PDF
683365	01/14/2024	[REDACTED]	02/04/2024	\$2315.28	\$0.00	PDF
681727	01/07/2024	[REDACTED]	01/28/2024	\$98643.30	\$216402.81	PDF
681787	01/07/2024	[REDACTED]	01/28/2024	\$5827.28	-\$933.67	PDF
681831	01/07/2024	[REDACTED]	01/28/2024	\$16905.89	\$0.00	PDF
681415	12/31/2023	[REDACTED]	01/21/2024	\$476.38	\$466.32	PDF
678102	12/21/2023	[REDACTED]	01/11/2024	\$1946.34	\$0.00	PDF
675344	12/14/2023	[REDACTED]	01/04/2024	\$2315.28	\$0.00	PDF

Exported summaries include a link to each invoice. Click the link to download the desired invoice in PDF format:

	A	B	C	D	E	F	G
1	AccountNumber	InvoiceNumber	InvoiceDate	DueDate	Charges	Balance	InvoiceURL
2	[REDACTED]	[REDACTED]	01/14/2024	02/04/2024	\$2,315.28	\$0.00	Download
3	[REDACTED]	[REDACTED]	01/07/2024	01/28/2024	\$98,643.30	\$216,402.81	Download
4	[REDACTED]	[REDACTED]	01/07/2024	01/28/2024	\$5,827.28	-\$933.67	Download
5	[REDACTED]	[REDACTED]	01/07/2024	01/28/2024	\$16,905.89	\$0.00	Download
6	[REDACTED]	[REDACTED]	12/31/2023	01/21/2024	\$476.38	\$466.32	Download

III. PAYMENTS:

From the Payments page you can view summary payment history by account and/or export a summary file in XLS or CSV format. The default view will display all your accounts. The Account dropdown box can be used to display accounts individually.

NOTE: *Not all customers can make online payments at this time. Please contact your Client Advocate with any questions regarding available payment options.*

Payments

Date	Account #	Description	Status	Amount
01/11/2024	44444441	Payment	Posted	\$-2315.28
01/08/2024	44444442	Payment	Posted	\$-131725.24
12/28/2023	44444443	Payment	Posted	\$-330.85
12/22/2023	44444444	Payment	Posted	\$-16894.39

Other Charges & Credits

Date	Account #	Description	Status	Amount
01/03/2024	44444441	Volume Discount for December 2023	Invoiced	\$-3219.64
01/03/2024	44444443	TEXAS MARGIN-A	Invoiced	\$-30.63

- Click **Make a Payment** to open the payment dialogue, select the desired account (*), enter the dollar amount, and click **Next**.

Payment Information

Account: 44004208 *

Amount*: \$942.70

VISA Mastercard American Express *

Next

NOTE: Accepted forms of payment for the selected account are indicated by the icons (*) displayed below the Amount field.

- Payments can be made from a bank account or credit card (Visa or Mastercard) for most accounts. You can save payment methods for future use.

Payment Methods

ending in 1111
Exp 12/22 Card Code XXX

— Or New Payment Method

Credit Card Bank Account (USA Only)

Card Number *

Exp. Date * Card Code *

Billing Address

First Name Last Name
Billing Country USA Zip
Street Address City
State Phone Number
Email *

Save this Credit Card information for the future.

Pay Cancel

- Once saved, the payment method is displayed as an option the next time you open the form:

→ Payment Methods

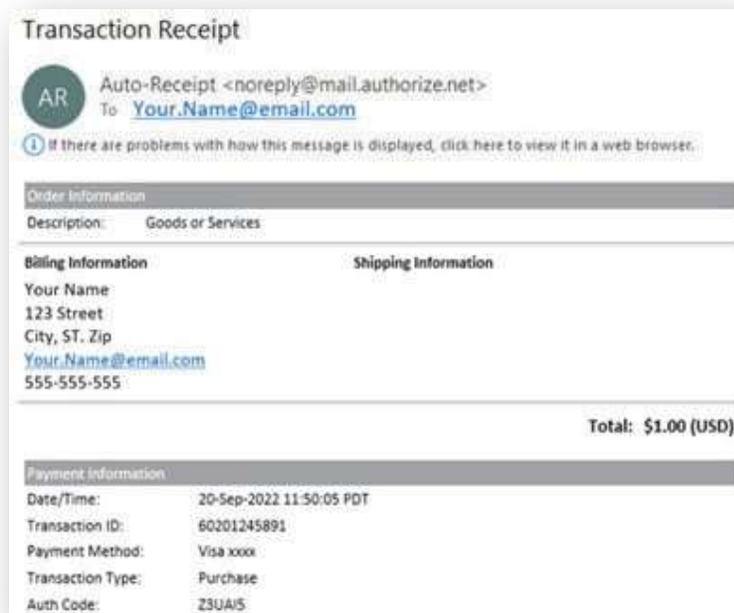
Checking ending in 1111

ending in 1111
Exp 11/25 Card Code XXX

+ Or New Payment Method

Pay Cancel

- After submitting your payment, you will receive a Payment Confirmation Email with a summary of the payment from noreply@mail.authorize.net:



- New payments are immediately reflected on the **Payments** page (you may need to refresh the page).
- When a payment has completed via the selected payment method (cleared the credit card or bank account used), it will also appear on the account **Overview** page. Payment posting varies based on the paying institution.

IV. USAGE:

From the Usage page you can view summary usage history by account: and/or download files in XLS or CSV format:

Call Detail Records

Export Data

Account: Service Reference: Billing Period:

Account	Date	Time	Reference	Duration	Class	From #	From Place	To #	To Place	Usage Call Class
██████████	12/30/2023	10:33:55 AM	██████████	00:00:30	DOS	██████████	DALLAS, TX	██████████	TAMPA, FL	DIRECT DIALED OUT OF STATE
██████████	12/30/2023	10:32:15 AM	██████████	00:00:30	DIS	██████████	DALLAS, TX	██████████	WAXAHACHIE, TX	DIRECT DIALED IN STATE
██████████	12/30/2023	10:28:27 AM	██████████	00:00:36	DIS	██████████	DALLAS, TX	██████████	DENTON, TX	DIRECT DIALED IN STATE
██████████	12/30/2023	10:28:25 AM	██████████	00:06:36	DIS	██████████	DALLAS, TX	██████████	GRANDPRARI, TX	DIRECT DIALED IN STATE

You have the option to download files in XLS or CSV format:

A	B	C	D	E	F	G	H	I	J	K
Account Number	Billing Number	Call Date	Call Time	Call Duration	Orig Phone	Orig Location	Term Phone	Term Location	Usage Call Class Code	Usage Call Class
██████████	5555555555	12/30/202	10:33:55 AM	00:00:30	5555555555	DALLAS, TX	4444444444	TAMPA, FL	DOS	DIRECT DIALED OUT OF STATE
██████████	5555555555	12/30/202	10:32:15 AM	00:00:30	5555555555	DALLAS, TX	4444444444	WAXAHACHIE, TX	DIS	DIRECT DIALED IN STATE
██████████	5555555555	12/30/202	10:28:27 AM	00:00:36	5555555555	DALLAS, TX	4444444444	DENTON, TX	DIS	DIRECT DIALED IN STATE
██████████	5555555555	12/30/202	10:28:25 AM	00:06:36	5555555555	DALLAS, TX	4444444444	GRANDPRARI, TX	DIS	DIRECT DIALED IN STATE
██████████	5555555555	12/30/202	3:06:34 PM	00:00:36	5555555555	DALLAS, TX	4444444444	STNSN-BLNS, CA	DOS	DIRECT DIALED OUT OF STATE
██████████	5555555555	12/30/202	3:05:12 PM	00:01:12	5555555555	DALLAS, TX	4444444444	STNSN-BLNS, CA	DOS	DIRECT DIALED OUT OF STATE
██████████	5555555555	12/29/202	10:53:00 AM	00:00:06	5555555555	DALLAS, TX	4444444444	GRANDPRARI, TX	DIS	DIRECT DIALED IN STATE
██████████	5555555555	12/29/202	10:51:22 AM	00:00:42	5555555555	DALLAS, TX	4444444444	DALLAS, TX	DIS	DIRECT DIALED IN STATE
██████████	5555555555	12/29/202	4:25:19 PM	00:04:12	5555555555	DALLAS, TX	4444444444	LENEXA, KS	DOS	DIRECT DIALED OUT OF STATE
██████████	5555555555	12/29/202	4:22:05 PM	00:01:30	5555555555	DALLAS, TX	4444444444	LENEXA, KS	DOS	DIRECT DIALED OUT OF STATE

V. SUPPORT:

Here you can create a new support ticket, view/update existing tickets, and view ticket history.

- Tickets are displayed in date-order (newest to oldest).
- Click the **Ticket ID** to open a detailed view.
- The Existing Tickets page shows all tickets created within the portal by default.

The screenshot shows the 'Existing Tickets' interface. On the left, there are two sections: 'Get Support' with an 'Open New Ticket' button, and 'Export' with 'XLS' and 'CSV' buttons. The main table has columns for Ticket ID, Account, Service, Status, Created On, and Closed On. A toggle switch at the top right is turned off, labeled 'Show tickets from other sources'. The table lists several resolved tickets from 2022.

Ticket ID	Account	Service	Status	Created On	Closed On
CAS-1015972-M8H1L5	██████████		Resolved	02/08/2023	02/08/2023
CAS-1013715-Q0N3Z0	██████████		Resolved	12/12/2022	12/13/2022
CAS-1013722-T6B7S9	██████████		Resolved	12/12/2022	12/12/2022
CAS-1012066-Y9P9R0	██████████		Resolved	11/01/2022	11/01/2022
CAS-1011707-P0W5J5	██████████		Resolved	10/24/2022	10/25/2022
CAS-1011735-N0V4Y8	██████████		Resolved	10/24/2022	10/25/2022

- To view tickets submitted through other channels (such as phone or email), click the "Show tickets from other sources" button.

This screenshot is similar to the previous one, but the 'Show tickets from other sources' toggle switch is now turned on (indicated by a red arrow). The table now includes a newer ticket from 2024: CAS-1037880-CS84X3, which is resolved on 08/08/2024. The older tickets from 2022 are still visible at the bottom of the list.

Ticket ID	Account	Service	Status	Created On	Closed On
CAS-1037880-CS84X3	██████████		Resolved	08/07/2024	08/08/2024
CAS-1034914-X4X6R2	██████████		Resolved	06/05/2024	06/07/2024
CAS-1034817-Y7W0F8	██████████		Resolved	06/04/2024	06/07/2024
CAS-1032487-W3D9H1	██████████		Resolved	04/18/2024	04/30/2024
CAS-1031400-H3J2R8	██████████	ID-1396029	Resolved	03/15/2024	03/18/2024
CAS-1015972-M8H1L5	██████████		Resolved	02/08/2023	02/08/2023

- You can export a summary of ticket history in .xls or .csv format.

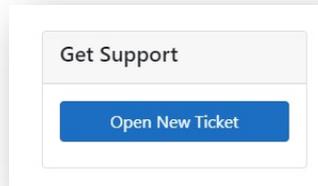
Account Number	Ticket Number	Customer Ticket Number	Status	Product Category	Service Identifier	Service Location	Trouble Type	Reported Trouble	Title	Created On	Closed On	Preferred Contact Method	Reporter Email	Reporter Phone	Reporter Contact Hours	Equipment Access Hours
██████████	CAS-1029367-G3V1		Active	DIA	Circuit X0XXO	123 Street	Street Trouble-Data	No Power APX Net, I	05/02/202			Phone	Karl Smith k.smith@em	5555555555	Su 01:10-024/7	
██████████	CAS-1029367-G3V1		Active	DIA	Bandwidth	123 Street	Street Trouble-Data	No Power APX Net, I	05/02/202			Phone	Jane Doe j.doe@email	4444444444	Su 01:10-024/7	
██████████	CAS-1029366-X2V4		Active	WHS DIA	Circuit X9P51	123 Street	Street Trouble-Data	Internet S APX Net, I	05/02/202			Phone	John Deer j.deere@em	3333333333	mon 8 pa Please call af	
██████████	CAS-1029365-K1M6		Active	WHS SONI	Circuit X5478	123 Street	Street Trouble-Data	All Service Bestel US	05/02/202			Phone	Bill Jones b.jones@em	2222222222	M 06:20-0 24/7	

CREATING A NEW SUPPORT TICKET:

To open a new ticket, you must identify the affected service. Creating a new ticket can differ slightly based on account type:

Retail Accounts:

- Click **Open New Ticket:**



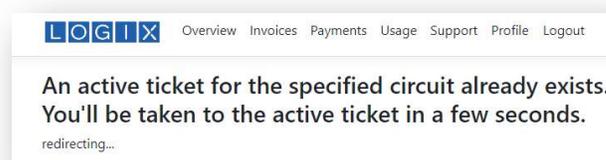
Wholesale Accounts:

- Enter the service identifier (box 1) - **or** - select the service from a prepopulated list (box 2), then click **Open New Ticket:**



Important: Accurate selection of the affected Service will ensure your ticket is routed correctly and aid in troubleshooting analysis.

Note: To avoid accidental duplication, the system will allow only one active ticket on a service at a time. If there is already an open ticket on a service, the system will automatically redirect you to the existing ticket, where you can view status and add additional notes as needed:



- In the **Create Ticket** form:
 - Complete all required fields (indicated by **red asterisk ***).
 - Add any relevant notes (*10 character minimum*).

The screenshot shows the 'Create Ticket' form in the LOGIX customer portal. At the top, there are navigation links: Overview, Invoices, Payments, Usage, Support, Profile, and Logout. The form is titled 'Create Ticket' and contains several sections:

- Account and Location:** Two dropdown menus, both marked with a red asterisk (*).
- Service:** A dropdown for 'Category' and another for 'Line', both marked with a red asterisk (*).
- Trouble:** A dropdown for 'Category' and another for 'Type', both marked with a red asterisk (*).
- Additional Info:** A text input field for 'External Ticket ID'.
- Contact:** Fields for 'Name', 'Email', 'Phone', 'Preferred Method', 'Contact Hours', and 'Equipment Access Hours', all marked with a red asterisk (*).
- Notes:** A large text area for notes, with a red asterisk (*) and a note '(must be at least 10 characters)'. The character count at the bottom is '0 / 100000 (10 character minimum)'.

At the bottom of the form, there is a red bar with the text 'Please complete all required (*) fields' and a 'Cancel' button.

- Click the **Submit** button to submit your ticket - *the submit button will not be active (blue) until all required fields are completed* (if you are unable to click the submit button, please check the required fields for missing information).

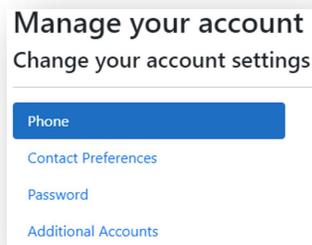
This is a close-up view of the 'Notes' field. The text area is titled 'Notes (must be at least 10 characters) *'. It contains the text 'Example Trouble Ticket Note'. The character count at the bottom is '27 / 100000 (minimum character limit: 10)'. Below the text area, there is a blue 'Submit' button and a grey 'Cancel' button.

Tickets are updated in real-time. Refresh your browser window to view the latest technician notes.

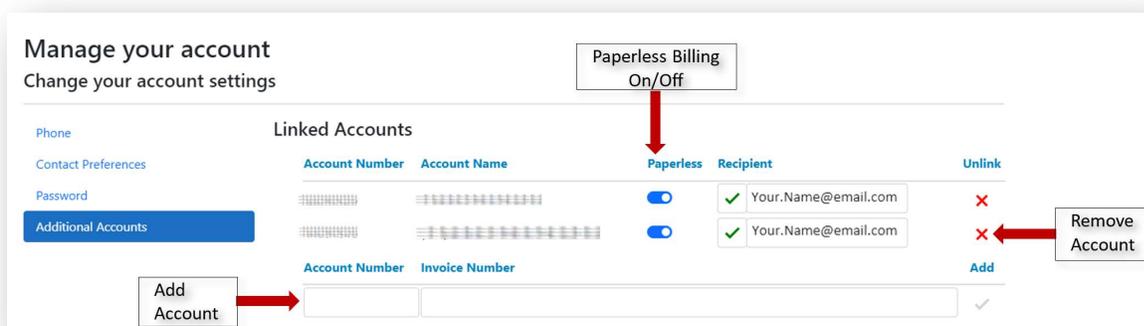
Note: previously resolved tickets cannot be reactivated; however, you will have the option to refer to a previous ticket in the notes section of a new ticket.

VI. PROFILE

Use the Profile page to edit your account preferences:



- **Phone:** Change your contact phone number.
- **Contact Preferences:** Specify preferred contact method and days/times you are available.
- **Password:** Change your password.
- **Additional Accounts:**
 - Select paperless billing and invoice recipient. *(Please see note below for important information on paperless invoice changes):*
 - View/add/remove additional accounts:



IMPORTANT: PAPERLESS INVOICE AND RECIPIENT SELECTIONS

- Only one invoice is generated per account.
- Paperless invoices will only go to the address specified in the Recipient field above.
- When the Paperless option is selected, and a Recipient email address is entered, it will overwrite existing invoice delivery methods for the account.

THESE OPTIONS WILL CHANGE HOW AND WHERE YOU RECEIVE INVOICES.