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

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://portal.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

Customer Service Operations Center - SOC (Enterprise Customers)

Escalation Contacts	Timeframes

Enterprise Customer Support & Service Operations Center
Immediate

- **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**: Info@Logix.com

Service Operation Center <u>Managers</u>
2 Hours

Arthur Moody
- Shift: Day (7 am to 7 pm)
- Office: 713-865-8290
- Cell: 281-513-6321
- Email: arthur.moody@logix.com

Shelley Medina
- Shift: Day (7 am to 7 pm)
- Office: 713-865-8216
- Cell: 281-881-2546
- Email: shelley.Medina@logix.com

Director (Customer Care / Technical Support)
4 Hours

Elvin Young
- Shift: Day (7 am to 7 pm)
- Office: 713-865-8591
- Cell: 832-455-7324
- Email: elvin.young@logix.com

Sr. Vice President - Customer Support
6 Hours

Denise Rios
- Office: 713-865-8250
- Cell: 720-485-7505
- Email: denise.rios@logix.com

Executive Escalations
As Needed

Mary Malsch – Chief Customer Officer
- Office: 713-865-8213
- Cell: 303-881-5256
- Email: mary.malsch@logix.com

<u>Note</u>: 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.