



Force Majeure Event
Dallas & Ft. Worth Texas and
Surrounding Area Severe Weather
Event
5/28/24 – 5/31/24

Logix Fiber Networks (Logix) is providing notification of its declaration of a Force Majeure event effective 05:00 am on May 28, 2024, for all the Logix service areas in and around Dallas and Ft. Worth, Texas due to the impact of severe storms including heavy rain, hail, wind, and related extreme weather that recently passed through the region and continue to impact operations.

While Logix expects the event to continue through May 31, 2024, Logix has been working to put in place temporary workarounds to minimize the likelihood of service disruption. Please note that Logix will continue its efforts to minimize any time or delay you may experience.

Although Logix does not typically provide an affirmative notice for Force Majeure events, due to the breadth of damage to infrastructure in certain areas, both known and unknown, that has negatively impacted the ability to perform at normal response intervals and has delayed functions including installation and repair, this special notice is being provided.

Logix is receiving increased volumes of trouble reports in the affected area. Please confirm if your service location has power and if your equipment is operational before opening a repair ticket with Logix. We recommend the use of our ticket portal for related or unrelated trouble tickets to avoid longer wait times via the phone. Please visit our website: [Logix Customer Portal \(portal.mylogix.com\)](https://portal.mylogix.com).

If the event has had a negative impact on Logix's performance under your service agreement and any applicable performance commitments, please be advised the event constitutes a Force Majeure event as defined in your agreement. Logix reserves all rights consistent with applicable state and federal law and with the relevant Force Majeure terms in your agreement(s) and any applicable performance commitments.

Please note that this notice is in addition to any self-enforcing provisions in your agreement and our tariffs.

Please direct any additional questions to your account manager or Logix customer service.