

LOGIX
FIBER NETWORKS



CONTENTS:

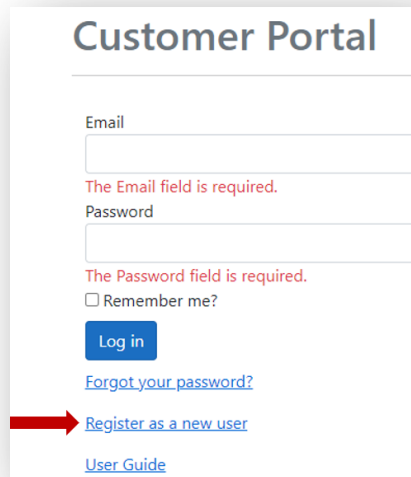
Registration, Login, and Password Reset Instructions	2
Navigation	8
I. Overview – Account Summary at-a-Glance.....	8
II. Invoices - View Online and Download PDF	9
III. Payments – Make Payments and View History	10
IV. Usage – View and Download Usage Data by Service.....	13
V. Support – Open and Manage Online Trouble-Tickets.....	14
VI. Profile - View and Edit Account Preferences	17

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

REGISTRATION

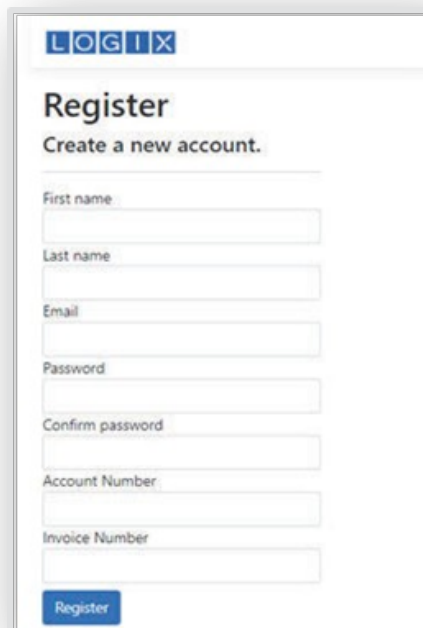
There are two ways to access the LOGIX Customer Portal: visit <https://logix.com/customer-portal/> or via the [Customer Portal](#) link on the LOGIX [homepage](#). First-time users must register for a new profile to gain access:

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



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").*



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.

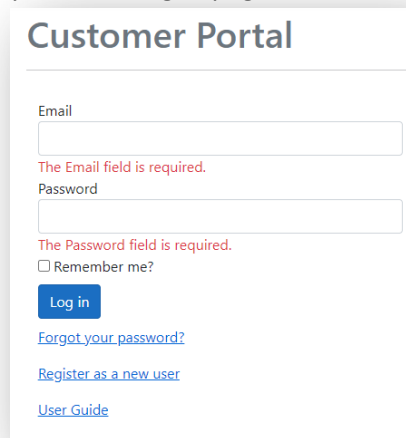
From: customerportal@logixcom.net <customerportal@logixcom.net>
Sent: Tuesday, September 20, 2022 1:26 PM
To: Your Name <Your.Name@email.com>
Subject: Confirm your email

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.

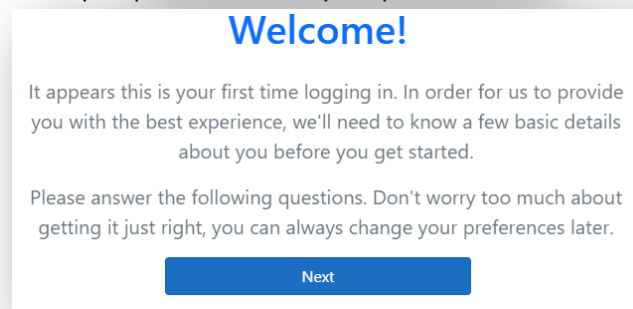
NOTE: Please do not attempt to log in until after completing the confirmation email registration step (logging in prior to confirmation can lock access to your portal account).

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



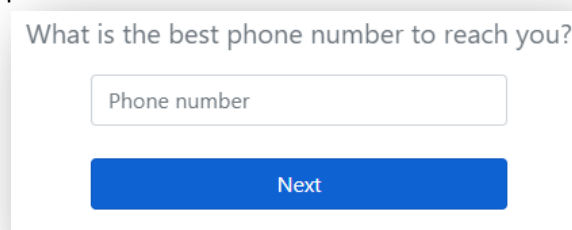
The image shows a login form titled "Customer Portal". It has two input fields: "Email" and "Password". Below the "Email" field, there is a red error message: "The Email field is required." Below the "Password" field, there is a red error message: "The Password field is required." There is a checkbox labeled "Remember me?". Below the form is a blue "Log in" button. At the bottom of the form, there are three links: "Forgot your password?", "Register as a new user", and "User Guide".

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



The image shows a "Welcome!" screen. It has a blue heading "Welcome!". Below the heading, there is a paragraph: "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." Below this paragraph, there is another paragraph: "Please answer the following questions. Don't worry too much about getting it just right, you can always change your preferences later." At the bottom of the screen is a blue button labeled "Next".

- Enter the desired contact phone number and click **Next**:



The image shows a form titled "What is the best phone number to reach you?". It has a single input field labeled "Phone number". Below the input field is a blue button labeled "Next".

- 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

--:-- -- ⌚ --:-- -- ⌚

Next

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.

Go Paperless Maybe Later

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

Almost there!

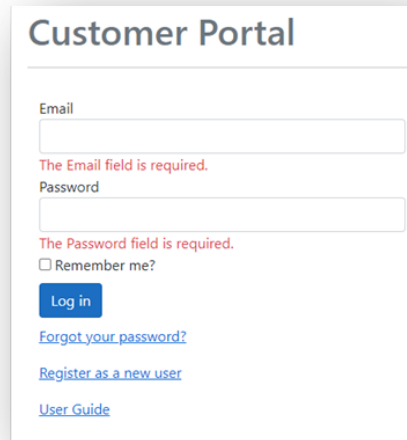
Click "Finish" below to save your preferences. I'll use the information you provided as your defaults going forward.

If you would like to review or change these preferences, you can do so at any time from your profile.

Finish

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?

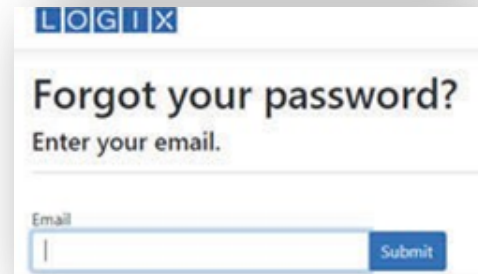
Log in

[Forgot your password?](#)

[Register as a new user](#)

[User Guide](#)

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



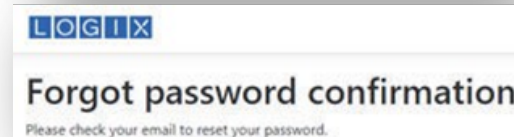
LOGIX

Forgot your password?

Enter your email.

Email

Submit



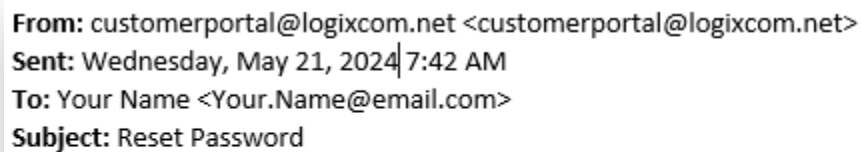
LOGIX

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.

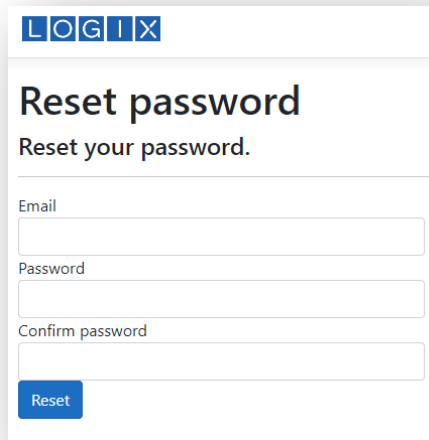


From: customerportal@logixcom.net <customerportal@logixcom.net>
Sent: Wednesday, May 21, 2024 | 7:42 AM
To: Your Name <Your.Name@email.com>
Subject: Reset Password

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

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

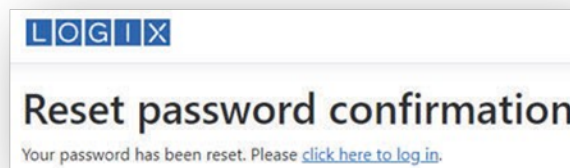
Passwords must be at least 12 characters, contain one alphanumeric character, and include at least one digit ("0" thru "9").



The screenshot shows a web form titled "Reset password" with the subtitle "Reset your password." Below the title are 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 a 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.



Overview Invoices Payments Usage Support Profile Logout

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 Customer Portal Overview page. At the top, the navigation header includes the LOGIX logo and links for Overview, Invoices, Payments, Support, Profile, and Logout. The main content is divided into three columns:

- Account Summary:** Shows the Current Balance as \$16,905.89 with a 'View Bill' button, and the Payment Due date as 01/28/2024 with a 'Make a Payment' button.
- Personal information:** Lists details such as Account Number (with a dropdown menu), 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), and Billing Address (123 Street, Suite 4, Houston, TX 77450).
- Contact information:** Provides contact details for 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), and a Resources section with links to Customer Resources, Speed Test, Autopay Enrollment, Privacy Policy, and 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:

Transaction Receipt

AR Auto-Receipt <noreply@mail.authorize.net>
To Your.Name@email.com

 If there are problems with how this message is displayed, click here to view it in a web browser.

Order Information

Description: Goods or Services

Billing Information	Shipping Information
Your Name 123 Street City, ST. Zip Your.Name@email.com 555-555-555	

Total: \$1.00 (USD)

Payment Information

Date/Time:	20-Sep-2022 11:50:05 PDT
Transaction ID:	60201245891
Payment Method:	Visa xxxx
Transaction Type:	Purchase
Auth Code:	Z3UAIS

- 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:

[XLS](#) [CSV](#)

Account	Date	Time	Reference	Duration	Class	From #	From Place	To #	To Place	Usage Call Class
[REDACTED]	12/30/2023	10:33:55 AM	[REDACTED]	00:00:30	DOS	[REDACTED]	DALLAS, TX	[REDACTED]	TAMPA, FL	DIRECT DIALED OUT OF STATE
[REDACTED]	12/30/2023	10:32:15 AM	[REDACTED]	00:00:30	DIS	[REDACTED]	DALLAS, TX	[REDACTED]	WAXAHACHIE, TX	DIRECT DIALED IN STATE
[REDACTED]	12/30/2023	10:28:27 AM	[REDACTED]	00:00:36	DIS	[REDACTED]	DALLAS, TX	[REDACTED]	DENTON, TX	DIRECT DIALED IN STATE
[REDACTED]	12/30/2023	10:28:25 AM	[REDACTED]	00:06:36	DIS	[REDACTED]	DALLAS, TX	[REDACTED]	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
[REDACTED]	5555555555	12/30/202	10:33:55 AM	00:00:30	5555555555	DALLAS, TX	4444444444	TAMPA, FL	DOS	DIRECT DIALED OUT OF STATE
[REDACTED]	5555555555	12/30/202	10:32:15 AM	00:00:30	5555555555	DALLAS, TX	4444444444	WAXAHACHIE, TX	DIS	DIRECT DIALED IN STATE
[REDACTED]	5555555555	12/30/202	10:28:27 AM	00:00:36	5555555555	DALLAS, TX	4444444444	DENTON, TX	DIS	DIRECT DIALED IN STATE
[REDACTED]	5555555555	12/30/202	10:28:25 AM	00:06:36	5555555555	DALLAS, TX	4444444444	GRANDPRARI, TX	DIS	DIRECT DIALED IN STATE
[REDACTED]	5555555555	12/30/202	3:06:34 PM	00:00:36	5555555555	DALLAS, TX	4444444444	STNSN-BLNS, CA	DOS	DIRECT DIALED OUT OF STATE
[REDACTED]	5555555555	12/30/202	3:05:12 PM	00:01:12	5555555555	DALLAS, TX	4444444444	STNSN-BLNS, CA	DOS	DIRECT DIALED OUT OF STATE
[REDACTED]	5555555555	12/29/202	10:53:00 AM	00:00:06	5555555555	DALLAS, TX	4444444444	GRANDPRARI, TX	DIS	DIRECT DIALED IN STATE
[REDACTED]	5555555555	12/29/202	10:51:22 AM	00:00:42	5555555555	DALLAS, TX	4444444444	DALLAS, TX	DIS	DIRECT DIALED IN STATE
[REDACTED]	5555555555	12/29/202	4:25:19 PM	00:04:12	5555555555	DALLAS, TX	4444444444	LENEXA, KS	DOS	DIRECT DIALED OUT OF STATE
[REDACTED]	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.

Get Support

- 1
- 2 Select service ▼
- 3 Open New Ticket

Existing Tickets

Ticket ID	Account	Service	Status	Created On	Closed On
CAS-1029365-K1M6D7	██████████	03.HFRU.003179..ALPH	Active	05/02/2024	
CAS-1029366-X2V4P8	██████████	05.DIA-.L000073	Active	05/02/2024	
CAS-1029367-G3V1Z7	██████████	01.DIA-.000499..ADS	Active	05/02/2024	
CAS-1029364-Q5Y8B8	██████████	01.DIA-.000499..ADS	Active	04/30/2024	
CAS-1029364-Q5Y8B8	██████████	Bandwidth	Active	04/30/2024	
CAS-1029321-L5X7H8	██████████	09.PIXS.000002..ALPH	Active	04/11/2024	
CAS-1029323-C1F2Q8	██████████	9723318126	Active	04/11/2024	

Export

XLS
CSV

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

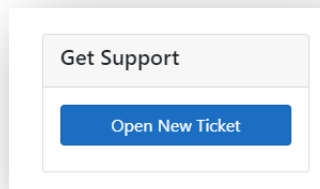
Account Number	Ticket Number	Customer Ticket Number	Status	Product Category	Service Identifier	Service Location	Trouble Type	Reported Trouble	Title	Created On	Closed On	Preferred Contact Method	Reporter	Reporter Email	Reporter Phone	Reporter Contact Hours	Equipment Access Hours
	CAS-1029367-G3V11		Active	DIA	Circuit X0X00	123 Street	Trouble-Data	No Power APX Net, 105/02/202		05/02/2024		Phone	Karl Smith	k.smith@email	5555555555	Su 01:10-024/7	
	CAS-1029367-G3V11		Active	DIA	Bandwidth	123 Street	Trouble-Data	No Power APX Net, 105/02/202		05/02/2024		Phone	Jane Doe	j.doe@email	4444444444	Su 01:10-024/7	
	CAS-1029366-X2V4I		Active	WHS DIA	Circuit X9P51	123 Street	Trouble-Data	Internet S APX Net, 105/02/202		05/02/2024		Phone	John Deer	j.deere@email	3333333333	mon 8 pa Please call af	
	CAS-1029365-K1M6		Active	WHS SONI	Circuit X5478	123 Street	Trouble-Data	All Servic Bestel US, 05/02/202		05/02/2024		Phone	Bill Jones	b.jones@email	2222222222	M 06:20-024/7	

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:

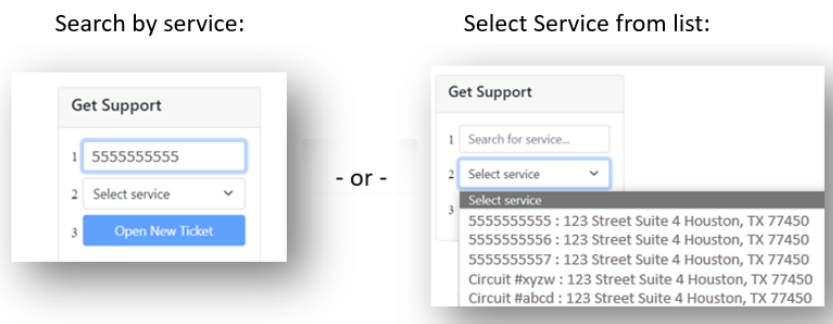
Retail Accounts:

- Click **Open New Ticket:**



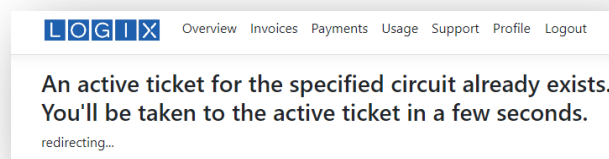
Wholesale Accounts:

- 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*).

LOGIX Overview Invoices Payments Usage Support Profile Logout

Create Ticket

Account * Location *

Service Category * Line *

Trouble Category * Type *

Additional Info Update Frequency * External Ticket ID

Contact Name * Email * Preferred Method * Phone * Contact Hours * Equipment Access Hours *

Notes (must be at least 10 characters) *

0 / 100000 (10 character minimum)

Please complete all required (*) fields Cancel

- 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).

Notes (must be at least 10 characters) *

Example Trouble Ticket Note

27 / 100000 (minimum character limit: 10)

Submit Cancel

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:

Manage your account

Change your account settings

- Phone
- Contact Preferences
- Password
- Additional Accounts

- **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:

The screenshot shows the 'Manage your account' page with the following elements:

- Manage your account** header with the sub-header 'Change your account settings'.
- A sidebar menu on the left with options: Phone, Contact Preferences, Password, and **Additional Accounts** (highlighted in blue).
- A 'Paperless Billing On/Off' toggle switch at the top right, with a red arrow pointing to it from a label 'Paperless Billing On/Off'.
- A table titled 'Linked Accounts' with columns: Account Number, Account Name, Paperless, Recipient, and Unlink.

Account Number	Account Name	Paperless	Recipient	Unlink
[Redacted]	[Redacted]	<input checked="" type="checkbox"/>	✓ Your.Name@email.com	✗
[Redacted]	[Redacted]	<input checked="" type="checkbox"/>	✓ Your.Name@email.com	✗

 A red arrow points from the 'Remove Account' button to the 'Unlink' column of the second row.
- Below the table, an 'Add Account' button has a red arrow pointing to an input field for 'Account Number' and 'Invoice Number', followed by an 'Add' button with a checkmark.

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.