

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 Service Operations Center - SOC (Enterprise Customers)

Escalation Contacts	Timeframes
Enterprise Customer Support & Service Operations Center <ul style="list-style-type: none"> ▪ 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 	Immediate
Service Operation Center <u>Managers</u>	2 Hours
Arthur Moody <ul style="list-style-type: none"> ▪ Shift: Day (7 am to 7 pm) ▪ Office: 713-865-8290 ▪ Cell: 281-513-6321 ▪ Email: arthur.moody@logix.com 	Shelley Medina <ul style="list-style-type: none"> ▪ 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 <ul style="list-style-type: none"> ▪ Shift: Day (7 am to 7 pm) ▪ Office: 713-865-8591 ▪ Cell: 832-455-7324 ▪ Email: elvin.young@logix.com 	
Executive Escalations - CTO	As Needed
Glenn Taylor <ul style="list-style-type: none"> ▪ Office: 713-865-8565 ▪ Mobile: 713-857-5905 ▪ Email: glenn.taylor@logix.com 	
<p><i><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.</i></p>	