

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

Account Management

- **Description:** Please call your Account Manager with general escalations, billing inquiries, quotes/proposals or any other general account inquiries.

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>

Network Operations Center (Wholesale & Carrier Customers)

Associated Services and Escalation Timeframes	Service Level DS1 or up to 20M	Service Level OC-12 or 20M up to 1Gbps	Service Level OC-48 or above 1Gbps
NOC Technician	Immediate	Immediate	Immediate
<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 Network Operations Center team. Email: NOC@logix.com 			
NOC Managers	4 Hours	2 Hours	Immediate
Emilio Hernandez <ul style="list-style-type: none"> Shift: Day Office: 713-336-6316 Cell: 832-691-5150 Email: emilio.hernandez@logix.com 	Mike Mitchell <ul style="list-style-type: none"> Shift: Night Office: 713-333-8716 Cell: 713-231-3709 Email: mike.mitchell@logix.com 		
Caliss Isabelle <ul style="list-style-type: none"> Shift: Evening Office: 713-333-8741 Cell: 281-802-2335 Email: caliss.isabele@logix.com 			
Sr. Manager	8 Hours	4 Hours	1 Hour
Kendrick Harvey <ul style="list-style-type: none"> Office: 713-336-6325 Cell: 832-707-6197 Email: kendrick.harvey@logix.com 			
Vice President- Network Operations	12 Hours	6 Hours	2 Hours
John Van Hook <ul style="list-style-type: none"> Office: 713-865-8223 Cell: 281-657-5543 Email: john.vanhook@logix.com 			
Executive Escalations - CTO		As Needed	
Glenn Taylor <ul style="list-style-type: none"> Office: 713-865-8565 Cell: 713-857-5905 Email: glenn.taylor@logix.com 			

Note: 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.

Escalation Contact List for Services That Are Pending Activation/Turn-Up

ESCALATIONS CONTACT LIST

Sr Manager – Provisioning (Data, Voice Technicians)

Kenneth Moore

- Office: 713-980-2918
- Cell: 214-490-2240
- Email: kenneth.moore@logix.com

Manager – Provisioning (Implementation Coordinators)

Esther Phillips

- Office: 713-865-8445
- Cell: 281-900-0068
- Email: esther.phillips@logix.com

Manager – Provisioning (Order Entry, Add/Change/Delete, Circuit Design)

Dennis Collins

- Office: 713-865-8317
- Cell: 281-910-5379
- Email: dennis.collins@logix.com

Director – Service Delivery

Lanora Proctor

- Office: 405-516-8110
- Cell: 405-627-7121
- Email: lanora.proctor@logix.com

Executive Escalations - CTO

Glenn Taylor

- Office: 713-865-8565
- Cell: 713-857-5905
- Email: glenn.taylor@logix.com

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