



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/>



Network Operations Center (Wholesale & Carrier Customers)

Associated Services and Escalation Timeframes	Service Level up to 10Gbps	Service Level 20Gbps to 100Gbps	Service Level above 100Gbps
NOC Technician <ul style="list-style-type: none">LOGIX Main Toll Free: 1-800-444-0258Description: This Toll-Free number rings the main IVR and will route you quickly to the Network Operations Center team.Email: NOC@logix.com	Immediate	Immediate	Immediate
NOC Managers Emilio Hernandez <ul style="list-style-type: none">Shift: DayOffice: 713-336-6316Cell: 832-691-5150Email: emilio.hernandez@logix.com Caliss Isabelle <ul style="list-style-type: none">Shift: Evening/OvernightOffice: 713-333-8741Cell: 281-802-2335Email: caliss.isabelle@logix.com	4 Hours	2 Hours	Immediate
Sr. Manager, Network Operations Kendrick Harvey <ul style="list-style-type: none">Office: 713-336-6325Cell: 832-707-6197Email: kendrick.harvey@logix.com	8 Hours	4 Hours	1 Hour
V.P. - Network Operations John Van Hook <ul style="list-style-type: none">Office: 713-865-8223Cell: 281-657-5543Email: john.vanhook@logix.com	12 Hours	6 Hours	2 Hours
Executive Escalations - CTO Glenn Taylor <ul style="list-style-type: none">Office: 713-865-8565Cell: 713-857-5905Email: glenn.taylor@logix.com	As Needed		



***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.*

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▪ Mobile: 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▪ Mobile: 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▪ Mobile: 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▪ Cell: 713-857-5905▪ Email: glenn.taylor@logix.com	
<i>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.</i>	



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 Operations

Tim Chapman

- Office: 713-865-8328
- Cell: 281-657-5542
- Email: tim.chapman@logix.com

Executive Escalations - CTO

Glenn Taylor

- 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.



Billing Escalations

ESCALATIONS CONTACT LIST

Billing Operations

- **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.
- **Business Hours:** Mon-Fri 7:30A to 5:30P CT

Manager

Monique Sampson

- Office: 713-865-8359
- Email: Monique.sampson@logix.com

Director

Brenda Weaver

- Office: 713-865-8215
- Cell: 281-731-2100
- Email: brenda.weaver@logix.com

Executive Escalations

Ericka Williams – Corporate Controller

- Office: 713-865-8530
- Email: ericka.williams@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.