Troubleshooting

LOGIX Fiber Networks aims to provide you with secure and reliable connections when, where, and how you need them. If you encounter an issue, the following steps can help get you back online as soon as possible.

Opening and Monitoring a Trouble Ticket

What we need from you:

- ✓ Circuit ID, Service Identifier, Account Number, Telephone Number
- ✓ Customer Contact Name, Phone Number, and Email
- ✓ Local Contact Name, Phone Number, and Email
- ✓ Site Access Hours
- ✓ Intrusive Testing Approval
- ✓ Description of the problem
- ✓ Details of the impact to Customer business

What you do:

Open a trouble ticket by calling the Customer Care Center at 800-444-0258, or create a ticket online at https://portal.mylogix.com/.

After providing the required input data, you will receive a trouble ticket number that can be used to track service progress. You can get progress updates by calling the Customer Care Center with the ticket number.

Support for Scheduled Maintenance

What we need from you:

- ✓ Service Maintenance Request (SMR) Number
- ✓ Impacted Customer Circuit IDs, Service IDs, Account Number
- ✓ Customer contact information

What you do:

Send your question or request about any LOGIX Fiber Networks scheduled maintenance to the Network Operations Center (NOC) by emailing changemanagement@logix.com with the SMR number and required support details. You will receive a reply with a ticket number as verification of the request.

The standard notification window for service maintenance is seven (7) calendar days.

Where to go for more information or details

You can also contact your Implementation Coordinator, ARM, or Customer Care at 800-444-0258.

What to do if you do not have the necessary Input Data

If you do not know your LOGIX Fiber Networks Circuit ID, Service ID, or other information, please contact Customer Care at 800-444-0258 for assistance.

The difference between a verbal and written RFO

LOGIX Fiber Networks explains the Reason for an Outage (RFO) at the closure of every ticket. Verbal RFOs are available immediately upon ticket closure, and provide a brief summary explaining the cause of the outage. Written RFOs are provided only upon request and usually within five business days of the issue's resolution.