



Request Creation

- DASH Customer Web Portal <http://dash.tpx.com>
- Open a Request

Please allow 5 days from the time the ticket is logged before you initiate escalation to allow our teams the time needed to work your request.

Exception-customer paid expedite not worked in 48 hours.

TPx MAC Escalation

TPx strives to provide the highest level of service to our customers, ensuring all requests logged into our system are progressed and completed in the most effective way possible, while at the same time making all efforts to minimize the timeframe for our end users.

If you are unhappy with the progress of an outstanding MAC request or feel the level of service you received was not of a high standard, you can escalate the request to MAC Escalation Management.

Escalation Process Summary

Escalations can be initiated by sending an e-mail to macescalation@tpx.com.

Please include the request number, name of contact we should engage along with a description of why you are requesting escalation.

An Escalation Manager will respond to your escalation request within 30 minutes during normal business hours, 1 hour outside normal business hours advising they will be your contact and will manage your escalation to completion.

Initiating an Escalation

When you initiate an escalation, an Escalation Manager will engage with the necessary team member and or MAC Management directly to ensure you are completely satisfied with completion and timeliness.

You can expect timely updates and clear communication with status updates and next steps along the way.

At request completion, the Escalation Manager will reach out to you to review completion of your request and ensure your happiness before closing out the escalation.