

SUPPORT GUIDE



This guide will help you navigate the steps of the sales cycle. All necessary contact information is included. Also, while escalation is at an all-time low, we've included steps on how to escalate a ticket. TPx is here to make IT easy.



Phone Support Contact Details Technical Support, Billing Support, MAC Support

Customer External Support Number (877) 487-8722

Partner Support Number (888) 420-2436

Website and Email Support Contact Details

Open Case tpx.com/support/open-case/

System Status Page tpxcommunications.statuspage.io/

Support Chat tpx.com

Billing Support Email customercare@tpx.com

MAC Support Email mac@tpx.com

Service Delivery Support servicedelivery@tpx.com

View Ticket Status

For Legacy Dash Users <https://dash.tpx.com/>

TPx Customer Portal Users <https://tpxcommunications.service-now.com/tpx>

Escalations

1st Level Escalation

While TPx's escalations are at an all-time low, if it's been more than 4 hours for general needs or 1 hour in the case where a service is fully offline, please escalate to the appropriate 1st Level Escalation team listed below:

Support Escalations Existing customers	supportescalation@tpx.com	30 min SLA 8 am Eastern – 5 pm eastern 1 hour all other times
Service Delivery Escalation New service	installescalation@tpx.com	30 min SLA 8 am Eastern – 11 pm eastern
MAC Escalations Move, add or change	macescalation@tpx.com	30 min SLA 8 am Eastern - 5 pm eastern 1 hour all other times

2nd Level Escalation

George Pena
Manager
Escalations

gpena@tpx.com
or (702) 310-3204



If you do not hear from escalation within an hour, contact George Pena

3rd Level Escalation

Traci Goldberg
Vice President
Escalations & Quality

traci.goldberg@tpx.com
or (213) 213-6023



If you are not satisfied with your 2nd Level Escalation, contact Traci Goldberg