

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/contact-us/contact-support/

Billing Support Email customercare@tpx.com

MAC Support Email mac@tpx.com

Service Delivery Support servicedelivery@tpx.com

View Ticket Status

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

Escalations

1st Level Escalation

For an outage, if you don't hear from TPx in 30 minutes, please escalate to the 1st Level.
For all other tickets, if you don't hear from TPx in 4 hours, please escalate to the 1st Level.

Support Escalations supportescalation@tpx.com 30 min SLA 24/7
Existing customers

Service Delivery Escalation installescalation@tpx.com 30 min SLA 8 am – 11 pm Eastern
New service

MAC Escalations macescalation@tpx.com 30 min SLA 8 am – 5 pm Eastern
Move, add or change 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

Joe Stilwell
Director
Service Management
jstilwell@tpx.com
or (213) 223-4104



If you are not satisfied with your 2nd Level Escalation, contact Joe Stilwell