

# 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/](https://tpx.com/support/open-case/)

**System Status Page** [tpxcommunications.statuspage.io/](https://tpxcommunications.statuspage.io/)

**Support Chat** [tpx.com/contact-us/contact-support/](https://tpx.com/contact-us/contact-support/)

**Billing Support Email** [customercare@tpx.com](mailto:customercare@tpx.com)

**MAC Support Email** [mac@tpx.com](mailto:mac@tpx.com)

**Service Delivery Support** [servicedelivery@tpx.com](mailto: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** Existing customers [escalations@tpx.com](mailto:escalations@tpx.com) 30 min SLA 24/7

**Service Delivery Escalation** New service [escalations@tpx.com](mailto:escalations@tpx.com) 30 min SLA 8 am – 11 pm Eastern

**MAC Escalations** Move, add or change [escalations@tpx.com](mailto:escalations@tpx.com) 30 min SLA 8 am – 5 pm Eastern  
1 hour all other times

### 2nd Level Escalation

**George Pena**  
Manager  
Escalations  
[gpena@tpx.com](mailto: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](mailto:jstilwell@tpx.com)  
or (213) 223-4104



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