

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 Technical Support/MAC Phone Number (877) 487-8722

Partner Support Phone Number (888) 420-2436

Website and Email Support Contact Details

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

System Status Page tpxcommunications.statuspage.io/

Support/MAC Chat tpx.com/contact-us/contact-support/

Billing Support Email customercare@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 Existing customers	escalations@tpx.com	30 min SLA 24/7
Service Delivery Escalation New service	escalations@tpx.com	30 min SLA 8 am – 11 pm Eastern
MAC Escalations Move, add or change	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
or (702) 310-7304



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