



# Support Guide



## 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 **Exclusively for Partners**

## Website and Email Support Contact Details

System Status Page

[tpxcommunications.statuspage.io/](https://tpxcommunications.statuspage.io/)

Support/MAC Chat

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

Billing Support Email

[customercare@tpx.com](mailto:customercare@tpx.com)

Implementation Support

[PMImplementationPMManagement@tpx.com](mailto:PMImplementationPMManagement@tpx.com)

## View Ticket Status

TPx Customer Portal Users

<https://tpxcommunications.service-now.com/tpx>

## Escalations

### 1st Level Escalation

For a full-service outage, please call Support (877) 487-8722 and ask to be connected to a live resource. 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 SLO 24/7

Implementation Escalations

New service

[escalations@tpx.com](mailto:escalations@tpx.com)

30 min SLO 8 am – 8 pm Eastern

MAC Escalations

Move, add or change

[escalations@tpx.com](mailto:escalations@tpx.com)

30 min SLO 8 am – 5 pm  
Eastern 1 hour all other times 2nd

### 2nd Level Escalation

George Pena

Manager Escalations

[gpena@tpx.com](mailto:gpena@tpx.com)

or (702) 310-7304

If you do not hear from the Escalations team within an hour, contact George Pena

### 3rd Level Escalation

Annie Gilmore

Sr. Director Service Management

[annie.gilmore@tpx.com](mailto:annie.gilmore@tpx.com)

or (469) 687-2934

If you are not satisfied with your 2nd Level Escalation, contact Annie Gilmore