



Escalations

Our dedicated Escalation Management team is staffed 24/7/365 and will respond within 30 minutes of receiving your escalation. To initiate an escalation, please send an email to escalations@tpx.com including your case or order number and a brief description of your issue.

If you are experiencing an outage and need immediate support, please call (877-487-8722) to be connected with a resource.