

TowardEX Internet Services

NOC Customer Escalation Procedures – Dedicated Services

Purpose

The objective of this document is to familiarize TowardEX's Dedicated Internet Access (DIA) customers with the IP NOC Escalation Process. The escalation guidelines outlined in this document are meant to facilitate outage escalations between the IP NOC (also referred to as TWDX NOC) and supporting maintenance groups. Adhering to these guidelines is critical to the timely resolution of major circuit outages in regards to these clients.

Contacting the TWDX NOC for Service

The TWDX NOC proactively monitors all dedicated Internet access customers and will initiate a call to the customer POC immediately upon alarm notification. All customer initiated calls for Internet access troubles requiring TWDX NOC assistance should be directed to the Service Dispatch/Internet Services Group (SDI) Customer Support at 877-861-9050 Extension 500 or via email to ip-admin@twdx.net. The SDI group will open a ticket and forward network related issues to the TWDX NOC for resolution.

Working the Circuit Outage

A TWDX NOC ticket will be created and assigned to an analyst within the first 5 minutes of receiving an alarm notification. The TWDX NOC Analyst will immediately escalate all network-related customer issues to the NOC Shift Lead.

If the customer contact is unavailable, the circuit will be called out to the respective Service Center or Local Exchange Carrier (LEC) Enterprise Services Group (ESG) for testing. Until the circuit is returned to service, hourly updates to the NOC ticket will be accomplished. This includes requesting updates from the Servicing Center and providing updates to the customer contact of record. The TWDX NOC will request escalations at the Service Center at least 1 level each hour, while the outage is ongoing.

Working with the Customer after Testing

If the Servicing Center reports that testing is successful to the customer's equipment, the TWDX NOC will immediately notify the customer of these findings and inform the customer that the issue is suspect to the customer premise equipment (CPE). The TWDX NOC can assist the customer with configuration concerns, limited remote hardware troubleshooting, and circuit loopback tests. The TWDX NOC cannot assist with actual hardware equipment replacement.

If, after successful circuit testing and TWDX NOC troubleshooting assistance, the customer still believes the trouble (not hardware) is a TowardEX circuit problem, the NOC can arrange for a technician to be dispatched to the customer location for head-to-head testing. This testing is accomplished from the TowardEX circuit drop-off point (customer's demarc) back to the TowardEX's Point of Presence facility.

Note: Testing is not normally accomplished across the extended demarc. Even if TowardEX technicians installed the extended demarc, there is a warranty period normally lasting between 30-60 days from the initial install date. The extended demarc is considered to be a customer responsibility.

If the customer requests a dispatch and the dispatch technician verifies the complete operability of the TowardEX circuit, a service charge might be assessed to the customer for that visit if and only if, the technician has determined that TowardEX's network component is not at fault and the issue is at customer's side of the connection. If questions arise concerning this possible charge, the customer will be referred to either their Account Representative or the Billing Department.

If the customer requests a dispatch, and the dispatch technician verifies that the TowardEX circuit is faulty, no service charge will be assessed to the customer.

Escalating Internet Access Network Issues

If additional attention is needed, the TWDX NOC analysts will proactively escalate internally and externally in accordance with our procedures. However, dedicated Internet access customers are welcome to request escalation at any time. Below is the escalation contact list for the SDI Support Group and for the TWDX NOC:

Dedicated Internet Access Customer Support – 24/7/365:

Toll Free → 877-861-9050 Ext. 500

Local → 617-459-4051 Ext. 500

Contact DIA Support for DNS, News, and e-mail related troubles.

The DIA Support number above is manned 24 hours a day, 7 days a week, around-the-clock. In the unlikely event that support representative is unable to answer the call; a trouble ticket is automatically opened and the call will be forwarded to an Operations Hunt Group, which will ring all technical and shift managers at their mobile phone numbers. Failing that, in the highly unlikely event that no managers are able to answer customer's request, the call will be

escalated to Severity 1 (SEV 1) and emergency page is sent to members of the executive and management staff for their immediate attention.

Additionally, customers can also reach the Managing Director for Internet Services division directly at the number below:

Name	Work	Mobile
James Jun	+1 617 459 4051 Ext 179	+1 978 394 2867

AM/
Enclosures

