

Spectrum Enterprise ORDER PROCESS MANAGEMENT PLAN

Spectrum Enterprise Order Process Management

Price Quotes

Spectrum Enterprise will accept price quote requests via email as sent by DIR's Remedy system. DIR price quote requests should be directed to: DL-Spectrum-Enterprise-DIR-Team@charter.com .

Spectrum Enterprise will cite the applicable CKR on all correspondence and acknowledgements for each service instance throughout the ordering process. Spectrum Enterprise will provide Price Quotes within 48 hours of receipt. However; if construction is required to the location, Spectrum Enterprise may need to seek additional input from internal groups to ensure the most accurate price is provided. Therefore, for sites requiring construction, Spectrum Enterprise's quote interval will be fourteen (14) business days.

Spectrum Enterprise's Order Process Implementation plan provides Spectrum Enterprise's processes and procedures for implementing the end to end order process. For services where DIR is the billing agent, Spectrum Enterprise will accept email orders issued via the DIR Remedy system. These orders will be sent to: DL-Spectrum-Enterprise-DIR-Team@charter.com.

Customers who will be direct billed by Spectrum Enterprise (for SOHO only) have the following options for placing an order:

1. Customer can place order via their dedicated Spectrum Enterprise DIR Account Representative
2. Customer can call the dedicated DIR Program Manager: Ashley Liburdi

Data Elements required to place an order

Today, for a customer to order services from Spectrum Enterprise, the required information is required to ensure a complete and accurate order is placed:

Billing name and address

- Billing Telephone Number
- Service location (primary "location A")/ physical address (USPS validated)
- Service location (secondary "location Z") / physical address (USPS Validated)
- Products & required variables
- Number of IP addresses required
- ARIN form (with limited amount of IPs available, customer is required to fill out this form, which details each device in their system that will require an IP address)

Once a quote has been provided by the Dedicated Spectrum Enterprise Government Team, the customer will then have all necessary information to move forward with placing an accurate order. In the event Spectrum Enterprise requires construction to provide services to the specific customer location (s), we will request the necessary term commitment from the customer via our DIR proposal to cover the construction costs associated with the service request (s).

DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-008
ATTACHMENT F-11 TO EXHIBIT F (FINAL)

Standard Service Intervals: Spectrum Enterprise will provide DIR with order milestones as required via email responses to support the automation of the order process through DIR's Remedy system as follows:

SOHO: Serviceable Cable Modem (DOCSIS) – maximum 45 days from receipt of order

Ethernet / Internet: Serviceable Fiber based services – maximum 45 days from receipt of order

SOHO: Cable Modem (DOCSIS) with construction – maximum 90 days from receipt of order **Ethernet/Internet: Fiber based services with construction** – maximum 120 days from receipt of order

Billing Migration: Fiber and/or DOCSIS based services – maximum 60 days from receipt of order

Cancellation of Services: Fiber and/or DOCSIS based services – maximum 45 days from receipt of order

1. Order Acknowledgement (OA);

Order acknowledgement will occur within 48 hours of receipt of order request from DIR.

2. Order Confirmation (OC);

Order confirmation will occur within 48 hours of order acknowledgement.

3. Firm Order Confirmation (FOC);

Firm Order confirmation will occur within 48 hours of service activation.

4. Order Completion Notice (OCN);

Order completion notice will occur within 48 hours of service activation

Exception: If a site is serviceable at time of order (Spectrum Enterprise network connectivity exists in the location and no construction is required), then Spectrum Enterprise will commit to having the customer's order request completed within (45) business days after receipt of order. Should a site require construction, the following intervals would apply: DOCSIS construction 90 days from order receipt, Fiber construction 120 days from order receipt. Please understand these construction intervals need to take into account Spectrum Enterprise obtaining the proper permits and right of way authorizations to extend our services into a new location. Every effort is made on Spectrum Enterprise's part to get our services installed as quickly as possible without affecting the quality of our work. Spectrum Enterprise will supply an OCN to DIR and the Customer only after all the components of an order are fully implemented, Spectrum Enterprise has completed testing, the Customer has accepted the service and the service is ready for the Customer's use.

5. Order rejection Notice (ORN);

Order rejection notice will occur within 48 hours of order receipt.

6. Moves, Adds, Changes, Disconnects (MACD);

Moves, Adds and Changes will be acknowledged within 48 hours of receipt of notice from DIR and/or DIR Customer. Any work required as part of the MACD will be completed no later than 45 days of receipt of request from DIR and/or DIR Customer. Disconnects of service require written 30 day prior notification from the customer to Spectrum Enterprise.

Restrictions or fees associated with Order changes; Customer may make changes to an existing order at any time during the process, with the understanding that in doing so it may increase the cost of the original product (if the request is to increase services) and/or effect the delivery date. Increased costs will be determined by the changes to services the customer has requested (i.e. increase in bandwidth, increase in the number of circuits, additional service locations that might require construction).

7. Order cancellations;

Order cancellations will be handled on a case by case basis and will be resolved within 72 hours of original notice from DIR.

DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-008
ATTACHMENT F-11 TO EXHIBIT F (FINAL)

Order cancellations will be acknowledged within 72 hours of receipt of notice from DIR and/or DIR Customer and processed within (72) hours of receipt of order cancellation to minimize impact of workloads to all parties involved.

Order cancellation policies and related penalties: Customer may cancel ordered services with thirty (30) days written notice prior to cancellation. Customer promptly shall pay all amounts due and owing to Spectrum Enterprise for Service delivered prior to the date of termination or expiration and any applicable de- installation fee, if any. Early Termination Fees have been provided in writing to the DIR. Please refer to that document for detailed information on Spectrum Enterprise's ETF's.

DIR customers that purchased services from Spectrum Enterprise into a location that was currently serviceable and wishes to terminate this service prior to the end of their Purchase Order Term or Contracted Term, can do so without any Early Termination Fees being assessed.

DIR customers that purchased services from Spectrum Enterprise into a location that required construction and wishes to terminate this service prior to the expiration of their term contract, can do so at their discretion but will be assessed an Early Termination Fee.

Start and stop service billing dates.

Vendor will notify DIR or DIR's Customer when the service has been successfully installed and is available for use ("Service Date"). Unless DIR or DIR's Customer notifies Vendor by the close of business on the Service Date that the Service is not operational, the Service Term will commence. If DIR or DIR's Customer notifies Vendor, the Vendor will coordinate as necessary resolve any operational issues and the Service Date will be adjusted to reflect the date that the service is available for use. The Service Date will not be delayed or postponed due to problems with DIR or DIR's Customer equipment or lack of readiness to accept or use Service.

DIR or its Customer will provide a written request to their Dedicated Spectrum Enterprise DIR Team (via email and/or the portal) with intent to terminate service that shall include effective disconnect date by the authorized requestor. Once received and approved by the authorized requestor, Spectrum Enterprise shall apply the effective stop by date.