

Spectrum Enterprise

PLAN F-20 ONGOING PROGRAM MANAGEMENT PLAN

Spectrum Enterprise Program Manager:

Ashely Liburdi will service as the Program Manager and Single Point of Contact (SPOC) for all Tex-AN NG matters for the term of the CTSA.

Contact Name Ashely Liburdi

Telephone # 512-485-6191

Email address Ashley.Liburdi@charter.com

In addition, the Spectrum Enterprise Program Manager will:

- participate in CTSA performance reviews;
- attend all performance reviews
- participate in CTSA amendment negotiations
- serve as an escalation point
- oversee process improvement plans (PIPs) as necessary

Spectrum Enterprise Program Control:

Spectrum Enterprise has internal processes to control, track and manage all projects. These processes include (but are not limited to) the usage of Microsoft Project, MS Word and Excel, recurring calls and project summaries, central database for project tracking, periodic status updates and issues escalation.

The Spectrum Enterprise Program Manager will work with DIR to collaborate on the best use of these procedures to serve DIR requirements.

Spectrum Enterprise control includes these project phases:

Spectrum Enterprise Program Management Office uses industry standard project management methods to deliver complex fiber based services. A formal Project Plan is typically created for complex projects (multi-site WAN deployments, 10 sites or more and carrier-level transport services such as 10GB/SONET services) to ensure proper tracking of all Project Management milestones and dependencies. However, high-volume products such as cable modems (DOCSIS products) are being managed via internal service delivery tools for efficiency purposes.

Additionally, Spectrum Enterprise works with customers individually to understand their reporting and project management needs and makes necessary adjustments to the service delivery process. Spectrum Enterprise Procedures for disaster recovery planning and execution activities;

Spectrum Enterprise Business Continuity Management (BCM)

Spectrum Enterprise BCM process is an ongoing program to ensure business continuity requirements are assessed, resources are allocated, and recovery and continuity strategies and procedures are completed and tested.

Spectrum Enterprise BCM includes:

- Emergency Preparedness - Emergency Response & Life Safety Ensures that Spectrum Enterprise. Spectrum Enterprise is ready to respond to an emergency in a coordinated, timely, and effective manner.
- Includes a plan of action to prevent the loss of life and minimize injury and property damage.
- Crisis Management - Containment & Strategic Response Plans the overall coordination of Spectrum Enterprise response to a crisis, in an effective, timely manner, with the goal of avoiding or minimizing damage.
- Disaster Recovery Planning (DRP) - Technology Restoration Advance planning and preparations for technology and IT to minimize loss and ensure continuity of Critical Business Processes in the event of business interruption.
- Business Continuity Planning (BCP) - Business Resumption Advance arrangements and procedures that enable Spectrum Enterprise to respond to an event so that Critical Business Processes continue with planned levels of interruption or change.
- "Sister" Data Center in Tampa Fl.
- Diverse Fiber Core
- IP Transit Redundancy
- Geographically Diverse IP Egress/Ingress
- Catastrophic Recovery Trailers
- National Strategy, Regional Accountability
- 24 Hour Staffed NOCs
- National, Redundant "Bastion" Network Access
- Vendor

Spectrum Enterprise Procedures to resolve interoperability problems;

If interoperability issues are encountered at the time of service activation, Spectrum Enterprise Program Manager will manage resolution. During the activation process, a bridge is set up to facilitate information exchange between end- user and Spectrum Enterprise teams. If there are any interoperability issues post install, Spectrum Enterprise Regional Customer Care can be contacted via phone and email and will manage resolution. Issue triage and support procedures are in place and supported by Spectrum Enterprise service SLAs to ensure timely responses and repair.

Spectrum Enterprise Procedures to respond to escalated Service concerns;

Regional Commercial Customer Care Customer Escalation Procedure

SLA for External Escalation

If the Regional Commercial Customer Care Technician does not respond to the customer with status updates every 2 hours, the customer may begin the escalation process.

The escalation procedure is as follows:

+ Level 1– (2 Hour Mark) – Regional Commercial Customer Care Supervisor

If there is no update after 2 hours total from time of opening a trouble ticket, the customer may contact the Regional Commercial Customer Care Supervisor. The Regional Commercial Customer Care Supervisor will make contact with the support staff to assess situation and assure customer is updated with status

DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-008
 ATTACHMENT F-20 TO EXHIBIT F (FINAL)

reports. If the Regional Commercial Customer Care Supervisor does not respond with an update within 1 hour, the customer may escalate to Level 2.

+ Level 2– (3 Hour Mark) – Regional Commercial Customer Care Manager

If there is no update after 3 hours total from time of opening a trouble ticket, the customer may contact the Regional Commercial Customer Care Manager. The Regional Commercial Customer Care Manager will make contact with management and support staff to assess situation and assure customer is updated with status reports. If the Regional Commercial Customer Care Manager does not respond with an update within 1 hour, the customer may escalate to Level 3.

+ Level 3– (4 Hour Mark) – Regional Commercial Customer Care Vice President

If there is no update after 4 hours total from time of opening a trouble ticket, the customer may contact the Regional Commercial Customer Care Vice President. The Regional Vice President will make contact with management staff to assess situation and assure customer is updated with status reports.

Escalation List: CONTACT NAME	LEVEL	JOB TITLE	EMAIL ADDRESS	PHONE
Fiber Support Specialist				877-892-3423
Loren Wynn	1	Manager	Loren.wynn@charter.com	512-485-6316