

Spectrum Enterprise SERVICE DELIVERY MANAGEMENT PLAN

Key personnel

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Service Delivery Management and escalation contacts

- Andrew Furio – Program Management, Complex Provisioning
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Ability to scale resources to meet increased business needs

Resources are scaled based on periodic managerial assessment of incremental work volumes, productivity, and employee efficiencies. Internal employees qualified for movement may be re-assigned to critical projects to address fluctuations in work volumes.

Additionally, if costs are justified, external hiring will occur. Should temporary assistance be required, Spectrum will utilize HUB certified contractors.

Service ordering process

For services billed directly to DIR, orders will be submitted from the DIR Remedy system via email to Spectrum's email address DL-Spectrum-Enterprise-DIR-Team@charter.com. Order updates will be provided to DIR as prescribed in the email process flow until such time as mutually agreed XML interface requirements are established. For services direct billed customers, the following order options apply:

Contacting their Dedicated DIR Program Manager: Brian Beresford.

Scheduling processes and standard Service intervals

All products fall within the following intervals –

- **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

Escalations can and will be accepted and accommodated to the best of our abilities

The Spectrum scheduling process is multi-dimensional. A daily construction and installation work list is created after management's review of 1) orders sequenced by contract signed date, and 2) Customer Requested Due Date (CRDD). An assessment of the work activity required for each order is compared to the available resources (i.e. workforce and equipment) for a given business day and work is scheduled accordingly. Once the construction and installation schedule is established, Spectrum contacts the Customer(s) to communicate the date.

Performance Management

Spectrum proactively monitors all Fiber based services down to the customer premise equipment. Cable Modem Services (DOCSIS) are best-effort services and are not monitored on a per customer basis. However, core network elements involved in delivering Cable Modem Services are monitored. In case of an outage, Spectrum will open a trouble ticket and reach out to the customer via a phone call with a notification.

Spectrum will provide performance management reports as specified by DIR in the Vendor Reporting Guide.

Standard Reporting capabilities

Spectrum will provide standard Customer care reports as specified in the Vendor Reporting Guide. In addition, Spectrum offers:

Spectrum will appoint a Dedicated Program Manager to work with DIR to manage the implementation activities, such as those listed below, to meet the agreed schedule. The Program Manager shall be responsible for all service delivery phases of deployment.

- Project Name(s) and Description
- Project Milestones and an Overall Schedule
- Current Accomplishments
- Original and Current Project Completion Date
- Percent Project Completion
- Current Issues and Risks

Enhanced Reporting capabilities

The Spectrum Program Manager will work cooperatively with the DIR Program Manager to identify special reporting needs, expedites, critical dependencies, contingency plans, and milestone deliverables.

The Spectrum Program Manager will establish a Master Tracking Report (spreadsheet format) with all pertinent information to track the status and build completions as well as managing orders for service. Updates may be

provided periodically (i.e. weekly, bi-weekly, monthly), as agreed to. At a minimum, Spectrum recommends a quarterly program review to ensure customer needs are being met.

Training procedures

Spectrum will provide an on-site initial training session for DIR Operations and Service Delivery Teams on contracted services as part of the on-boarding process.

Spectrum provides training to our customers on a consistent and as needed basis and is scheduled by contacting your Spectrum Account Team. Spectrum is currently developing a web portal that will provide access to a myriad of reporting and other functionalities, including those listed above.

Spectrum will provide DIR with a Service Delivery Management Plan which discloses Spectrum's processes and procedures for ongoing management of the end to end delivery of Services to DIR and DIR Customers which includes:

Support for DIR or Customer(s) conferences:

Spectrum will support TX DIR and Customer(s) conference needs as requested.

Processes and procedures for support of Customers in transition

The Spectrum Program Manager will support TX DIR and TX DIR customers in the transition by providing a project-based service that is focused on network migration with minimal disruption to business. The Program Manager will provide comprehensive project management and planning to ensure our site specific service activations are completed on time and according to customer schedule. Beginning with the establishment of a master-work transition schedule our Program Manager will provide hands-on supervision of all tactical operations.

For construction related projects, Spectrum will provide timely estimated construction completion and scheduled install date notifications to ensure TX DIR and TX DIR customers' readiness for transition. For non-construction projects, scheduled install date will be managed according to TX DIR and TX DIR customers' transition plan and timelines. Additionally, Spectrum will provide expert technical advice and guidance, along with continuous communication and reporting throughout the lifecycle of the project.

Timelines for customers in transition from Work Order receipt are 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

Standard Reporting

Spectrum will provide standard Customer Care reports as specified in the Vendor Reporting Guide. In addition, Spectrum will do the following:

Spectrum will appoint a Dedicated Program Manager to work with DIR to manage the implementation activities, such as those listed below, to meet the agreed schedule. The Program Manager shall be responsible for all service delivery phases of deployment.

- Project Name(s) and Description
- Project Milestones and an Overall Schedule
- Current Accomplishments
- Original and Current Project Completion Date

- Percent Project Completion
- Current Issues and Risks

Assigned Program Manager will create and present standard order status reporting when requested by DIR Customers. Spectrum will send samples separately.

Spectrum provides various standard reports that can be modified to meet customer needs:

Sample standard reports embedded below are:

1. New orders
2. Scheduled for installation orders
3. Billing Activated orders

For complex projects (large, multi-site deals, typically 50+ sites construction/non-construction orders), a more detailed Excel based reporting can be provided in addition to standard reports. The Excel based report captures additional details such as staging, priority, jeopardy, etc. as well as dashboard summary view of the entire project.

It can be provided complimentary to standard reports or combined with standard reports.

Enhanced Reporting

The Spectrum Program Manager will work cooperatively with the DIR Program Manager and DIR Customers to identify special reporting needs, expedite, critical dependencies, contingency plans, and milestone deliverables. Spectrum will assess specific customer requests to enhance standard reporting and will where commercially feasible enhance its reporting capabilities.

The Spectrum Program Manager will establish a Master Tracking Report (spreadsheet format) with all pertinent information to track the status and build completions as well as managing orders for service. Updates may be provided periodically (i.e., weekly, bi-weekly, monthly), as agreed to. At a minimum, Spectrum recommends a quarterly program review to ensure customer needs are being met.

All DIR Customers will contact a dedicated hotline set aside specifically for our Premiere customer accounts and is available 24X7X365 by calling 888-812-2591. Whether they are a DOCSIS (Cable Modem) and/or Fiber based customer, they will both contact this dedicated number in time of need for technical support and/or service assistance.

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 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
Customer Support				888-812-2591
Shift Manager	1	Manager		888-812-2591
Rich Smith	2	Director	rich.smith@charter.com	704-206-4011
Jean Ciullo	3	Sr. Director	jean.ciullo@charter.com	407-215-8871
Keith Vivona	4	VP	Keith.vivona@charter.com	203-705-4837

Spectrum TX DIR Account Management team will inform TX DIR Customers of new services via electronic notifications, outbound calls and in-person visits.

Over the course of the past year Government focused Spectrum representatives have met with State Agencies and local municipalities to discuss their overall needs and build awareness of Spectrum’s capabilities.

After contract award, we will then contact these same agencies and municipalities to expand upon our previous conversations and focus on developing a customized solution for their fiber based telecom needs.

In addition to this, Spectrum has already developed a DIR specific brochure that will be submitted for DIR approval and then sent to State Agencies and Local Municipalities describing DIR-approved Spectrum services designed to meet their ever growing operational needs and budget challenges.