



State of Texas

TEX-AN Next Generation

**Order Process
Management Plan**

Table of Contents

1. INTRODUCTION	1
1.1. Purpose	1
2. ORDER PROCESS MANAGEMENT OVERVIEW.....	2
2.1. Order Process Management Approach	2
2.2. Sources of Change.....	2
2.3. Key Personnel	2
3. ORDER PROCESS MANAGEMENT PROCEDURES.....	6
3.1. Price Quotes.....	6
3.2. Standard Order Intervals	6
3.3. Non-Standard (Escalation) Intervals.....	8
3.4. Order Cancellation and Modification Policies and Fees	9
3.5. Cancel Charges and Guidelines	9
3.6. Expedite Charges and Guidelines	10
3.7. Start and Stop Service Billing Dates.....	11

1. INTRODUCTION

1.1. Purpose

The purpose of this Order Process Management Plan is to document **tw telecom** processes and procedures for maintaining the integrity of the end-to-end ordering process.

2. ORDER PROCESS MANAGEMENT OVERVIEW

2.1. Order Process Management Approach

This Order Process Management Plan employs processes to ensure that DIR and DIR customers receive effective installation, support and management of all services ordered under the CTSA.

tw telecom is committed to our customer's and their experience with service delivery and support. To this end, we have defined processes and procedures that have been developed as a result of customer feedback that are focused on ensuring a positive experience when working with **tw telecom**. These processes are outlined in this document.

tw telecom will assign an Account Management Specialist (AMS) to the DIR account to ensure that order processes are followed and the orders move through the **tw telecom** system in an expeditious and timely manner.

2.2. Sources of Change

Any changes to this document will be mutually agreed upon between **tw telecom** and DIR.

2.3. Key Personnel

<p>Lead Account Manager (Relationship Account Manager)</p> <ul style="list-style-type: none"> • Lead member of your support team, with a focus on the delivery of new services and applications • Lead Account Manager will partner with and support account managers in other Texas markets (San Antonio, Fort Worth, El Paso, Dallas and Houston) who have responsibility for driving TEX-AN NG business in their respective markets. • Specializes in designing network solutions for any of your needs. 	<p>Mark Strobel - Austin (512) 485-1790 - Voice mark.strobel@twtelecom.com</p> <p><i>There are five additional Account Managers within TX to assist in supporting TEX-AN NG customers.</i></p>
<p>Lead Network Application Engineer (Technical Sales Support)</p> <ul style="list-style-type: none"> • Supports any technical aspects of your solutions and services pre and post sales. • Lead Network Application Engineer will partner with and support Network Application Engineers in other Texas markets (San Antonio, Fort Worth, El Paso, Dallas and Houston) who have responsibility for supporting TEX-AN NG technical needs in their respective markets. 	<p>Dave Stewart - Austin (512) 485-1798 Voice dave.stewart@twtelecom.com</p> <p>Casey Dodson – Austin (512) 485-1759 Voice casey.dodson@twtelecom.com</p>

<ul style="list-style-type: none"> Assists in all pre-sales design, configuration, diagrams and requirements as well as ongoing support and review with the lead of the Senior Account Executive. Works in tandem with the Account Manager as part of the account team to provide complete technical support resources for any and all applications/services. 	<p><i>There are twelve additional NAEs within TX to assist in supporting TEX-AN NG customers.</i></p>
<p>Lead Voice Application Engineer</p> <ul style="list-style-type: none"> Provides expert technical sales engineering support for complex voice solutions. Lead Voice Application Engineer will partner with and support Voice Application Engineers in other Texas markets (San Antonio, Fort Worth, El Paso, Dallas and Houston) who have responsibility for supporting TEX-AN NG voice-related technical needs in their respective markets. Works with the customer, sales and sales engineering for the technical design and feasibility in complex voice applications and solutions. Coordinates post sale technical assurance interview with the customer and vendor. Ensures/validates the Order for timely and accurate completion. Provides the customer, vendor and internal organizations confirmation of the final technical assurance for the solution/order. 	<p>Mike Debenedictis - Austin (512) 485-1757 Voice mike.debenedictis@twtelecom.com</p> <p><i>There are three additional Voice Application Engineers within TX markets to assist in supporting TEX-AN NG customers.</i></p>
<p>Sales Director (Contract Administrator)</p> <ul style="list-style-type: none"> The manager responsible for the assignment and performance of the Account Executive and overall account team. Frequently supports complex application opportunities and can serve as a point of contact for the escalation of issues or needs. 	<p>Patrick Kufrovich - Austin (512) 485-1788 Voice patrick.kufrovich@twtelecom.com</p>
<p>Vice President and General Manager</p> <ul style="list-style-type: none"> Signature authority for contract negotiations Executive contact for the majority of support Overall sales and operations responsibility for the respective region 	<p>Rick Brackeen - Austin (512) 485-1761 Voice rick.brackeen@twtelecom.com</p>
<p>Customer Project Manager</p> <ul style="list-style-type: none"> Dedicated CPM resource assigned who functions as the single point of contact for all implementation needs. CPM resource is always available to customers on a 24/7 basis. Customers will generally receive customized communications based upon specific account needs. Expedite requests receive automatic approval from Service Delivery. Requests for after hours activities take priority over all others. Skilled technicians are assigned to support specific customer accounts. CPM will have expert knowledge of customer's deployed networks and uses. 	<p>Cory Bolton (303) 566-5846 cory.bolton@twtelecom.com</p>

<ul style="list-style-type: none"> • CPM works with local Customer Project Coordinators in each respective market to assist with the ordering and implementation on a local basis. 	
<p>Director of Operations</p> <ul style="list-style-type: none"> • Responsible for the city infrastructure. • Work with Director of Operations in other TX markets regarding installations related to the TEX-AN NG contract and DIR customers • Manages technicians, engineers and outside plant team to ensure we build and maintain the highest performing network possible. 	<p>Victor Gonzalez - Austin (512) 485-6394 Voice victor.gonzalez@twtelecom.com</p> <p><i>There are five additional Operations Directors within TX markets to assist in supporting TEX-AN NG customers.</i></p>
<p>Senior Service Manager</p> <ul style="list-style-type: none"> • Act as the single point of escalation to assigned customers. • Manage the service plan, MSA or SLA, and escalation procedures for assigned customers. • Ensure escalation procedures are current at all times. • Manage resources via front-line supervision. • Gain intimate knowledge of the assigned customer's services and products. • Respond promptly to service requests. • Proactively identify and resolve procedural order flow or technical issues that are potential customer service problems. • Demonstrate leadership in resolving issues and concerns for customers' services. Monitor and follow through to resolution. • Provide a single point of contact on Tier II services and maintenance escalations if the established escalation process fails. • Provide 24x7 support to the customer as needed for emergencies, special routines, cut-over and any and all activity the involves or touches the customer's products and services. • Partner/align with the Implementation Project Manager supporting assigned customers. • Interface with all operating teams in field operations, NOC, sales teams and engineering as needed. • Partner/align with the sales team. • Partner/align with city ops and sales to provide quality coordinated on-site service for customers. • Provide data and feedback to other internal organizations. Initiate and maintain ongoing discussions with sales on growth areas and customer performance expectations. • Provide input on new projects and forecasting for assigned customer as needed to ensure proper service levels will be achieved 	<p>Sharlee Neet (303) 566-5951 sharlee.neet@twtelecom.com</p>

<ul style="list-style-type: none"> Gather customer expectations and provide metrics to support quality of experience. 	
<p>Account Management Specialist (Billing Manager)</p> <ul style="list-style-type: none"> Manages the customer's experience <i>post-installation</i> to ensure complete customer satisfaction and to ensure all customer needs are met. Primary point of contact on non-sales related activity Inventory management: <ul style="list-style-type: none"> Complete inventory tracking and updates Perform sales notification and tracking of expired services Monitor completed orders, update inventory and provide proactive notification of changes Contract compliance (i.e.: expiration, MSA adherence, renewals, pricing) Escalations as necessary where the customer relationship may be in jeopardy (i.e.: issues with the Denver Operations Center in closing a ticket, slow moving order escalation and prolonged bill disputes) Develop Customer Account Profiles with information such as complete inventory, account numbers, monthly run rate, bill dispute history and trouble ticket history 	<p>Shannon Jones (512) 485-6395 shannon.jones@twtelecom.com</p>

3. ORDER PROCESS MANAGEMENT PROCEDURES

3.1. Price Quotes

DIR will request price quotes through their Remedy system via email. DIR price quote requests should be directed to: DIRQuotes&Orders@twtelecom.com

3.2. Standard Order Intervals

tw telecom will provide DIR with order milestones as required via email responses to support the automation of the order process through DIR's Remedy system for the following:

- a. Order Acknowledgement (OA) - (within 2 business days of order receipt)
- b. Order Confirmation (OC) – will contain the minimum required data elements as required for inventory management and will accurately reflect the related price quote and order (within 4 business days of order receipt.)
- c. Firm Order Confirmation (FOC) - (at least 7 business days before the due date based upon the Order Interval chart below)
- d. Order Completion Notice (OCN) - (1 business day after activation of service)
- e. Order Cancellation - (2 business days after receipt of request)

tw telecom will cite the applicable CKR on all correspondence and acknowledgements for each service instance throughout the ordering process.

On Net Services: The Service intervals below are target intervals for new installs per location and assumes that a network build or augmentation is not required and that capacity on the tw telecom network is available. Intervals are listed in business days.

Off Net Services: Service Intervals can vary greatly based on the carrier. All information provided below are target intervals based on current information as of April 2011. The intervals provided below assume that a network build or augment is not required and that the capacity on the network is available. Intervals are listed in business days.

Capacity – In the event that capacity is not available or a network build is required, tw telecom will work with the ordering entity to identify what the interval will be.

Intervals for circuits/services assuming available capacity:

Access Method/Speed	Transport	Internet, Voice *, Integrated, Data (Ethernet, IP VPN/MPLS), VoIP	Managed Converged – Data/COS – except for services listed in next 2 columns
On-Net Standard Order Intervals	17	22	24
Off-Net Standard Order Intervals – DS1 local (Metro)	23	25	60
Off-Net Standard Order Intervals – DS1 long haul	up to 53	up to 53	up to 60
Off-Net Standard Order Intervals – DS3 local (Metro)	33	35	35
Off-Net Standard Order Intervals – DS3 long haul	up to 60	up to 60	up to 60
Off-net standard order Intervals – OC-n or Ethernet	ICB	ICB	ICB
Expedites	Average 10 business day improvement if on-net and up to 20/30 if off net	Average 10 business day improvement if on-net and up to 20/30 if off-net	Average 10 business day improvement if on-net and up to 20/30 if off net

*** VOICE SERVICES EXCEPTIONS – ON-NET AND OFF-NET ORDER WITH PORTING**

Orders porting more than 50 numbers is a 20 business day total interval
 Orders porting more than 100 numbers are usually defined as a project and have a 30 business day plus total interval.

MANAGED SERVICES, CONVERGED SERVICES, DATA WITH COS

These services require that tw telecom install CPE (Customer Premise Equipment) at the customer site. Due to the timing required to order, configure, ship, and install the CPE equipment, the intervals for these services are longer than our unmanaged or non premium services.

Products include:

Managed IPVPN & Premium IPVPN
Managed Internet & Managed Security Services
Converged Services (VPN< Voice, Internet, Secure Internet Access)
Premium Data services that include COS (Class of Service)

MULTI POINT PRODUCTS

Add on additional business day for evry 2 additional locations that are on the same order.

EXCEPTIONS

Service Delivery intervals can be extended for many reasons including but not limited to:

Force Majeure
Customer not responding in a timely manner for approvals or technical review requests
Site access issues
Wiring problems

Service Order Confirmation

After the order is entered, DIR will receive a status email response that verifies the tentative due date. It will also contain more detailed technical information about your installation.

Circuit Design & Delivery

tw telecom will deliver services either over a **tw telecom**-owned facility of through a circuit from your Local Exchange Company (LEC). This LEC circuit would connect to **tw telecom**'s network. In this case, you will be contacted when **tw telecom** has received a committed date from the LEC.

Firm Order Commitment (FOC)

After **tw telecom** has confirmed all the elements necessary to provide your service, DIR will be contacted to schedule the installation. Your Customer Project Manager will then email the Firm Order Commitment (FOC) to you and to your vendors (if requested). This FOC is our commitment to deliver the services order on the agreed upon date.

Service Order Completion Notice (SOCN)

tw telecom will supply a SOCN to Dir and the Customer only after all the components of an order are fully implemented, tw telecom has completed testing, the Customer has accepted the service and the service is ready for the Customer's use.

3.3. Non-Standard (Escalation) Intervals

Expedite intervals are typically in increments of 10 days for off-net services and 5 days for on-net. Expedite fees are shown in 4.2.1 (e) above.

Expedite charges are shown below.

Policy Criteria	Per DS1 or Below	Per DS3 or Ethernet
Standard Expedite Charges (NRC)	\$500 per on-net circuit \$1000 per off-net circuit	\$1250 per on-net circuit \$2500 per off-net circuit

3.4. Order Cancellation and Modification Policies and Fees

Cancellation. DIR may cancel a Service Order(s) if the request is received in writing by **tw telecom** prior to the planned installation date, and **tw telecom** shall have the right to assess a Cancellation Charge (a Service Order can only be cancelled one time; the execution of a new Service Order restarts the cancellation process). If the request to cancel is received after installation has begun, Customer must pay full termination liability as set forth in the mutually negotiated contract.

Modification. DIR may request in writing the modification of any Service Order(s). Such request shall result in a Modification Charge. If **tw telecom** receives a written modification request for delay of installation less than 3 days prior to the planned installation date, DIR must pay, in addition to the Modification Charge, the monthly recurring charge (“MRC”) applicable to the delayed Service for the shorter of one billing month or the period from the original due date to the requested installation date.

Expedite. DIR may request an expedited installation date. The turnaround time for tw telecom acceptance of an expedite is 48 hours. If **tw telecom** accepts the expedited installation date, OIT must pay an Expedite Charge. Some factors for denial of an expedite request include a date that is too soon for tw telecom to deliver, a day or time of the month where tw telecom’s current order volumes are high and we cannot support an additional request, or other factors which would prevent tw telecom from being able to accommodate and expedite request. Please note that we will make every effort to accommodate expedite requests from DIR in a timely manner.

Third Party Charges. In addition to the charges set forth in (a), (b) and (c) above, **tw telecom** may bill DIR for any third party charges it incurs in order to complete DIR’s request to cancel, modify, or expedite the Service Order(s).

3.5. Cancel Charges and Guidelines

Policy Criteria	On-Net	Off-Net
Products Included	All Voice, Data, Internet, and Transport products	All Voice, Data, Internet, and Transport products
Standard Cancel Charges (NRC)	\$100 per circuit \$25 for change orders	\$100 + Off-net Fee Off-Net Fee: DS1 Circuit Pre FOC: \$110 DS1 Circuit Post-FOC: \$1030 DS3 and above Circuit Pre-FOC: \$160 DS3 and above Circuit Post-FOC: \$1500 \$25 for change orders

3.6. Expedite Charges and Guidelines

Policy Criteria	Per DS1 or Below	Per DS3 or Ethernet *
Products Included	All Voice, Data, Internet, and Transport products	All Voice, Data, Internet, and Transport products
Standard Expedite Charges (NRC)	\$500 per on-net circuit \$1000 per off-net circuit	\$1250 per on-net circuit \$2500 per off-net circuit
MACD Expedite Charges (NRC)	\$100 per on-net order \$250 if expedite requires an off-net facility change	
Managed Router Expedite	\$485 charge per Managed Router for IPVPN, Internet (DIA/EIS) and Converged Services. Expedite review team will provide final interval, but the rule is a minimum 10 day interval.	

tw telecom will provide DIR with an additional expedite option of “best effort” at no cost. DIR understands that this does not guarantee the installation of services on the requested date.

3.7 Start and Stop Service Billing Dates

tw telecom 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 **tw telecom** 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 so notifies **tw telecom**, the Service Date will occur and the Service Term will commence when the Service is operational. The Service Date will not be delayed or postponed due to problems with DIR's equipment or DIR's lack of readiness to accept or use Service.

Upon expiration of a Service Term for a particular Service, the Service Term will automatically renew for successive one year terms unless terminated by either DIR or **tw telecom** upon written notice at least thirty days prior to expiration of the then existing Service Term. When the Term of the Agreement expires, existing Services continue in effect for the remainder of their respective Service Terms and will continue to be governed by the existing Agreement.

Portability - Early term fees: "fees will be waived provided that the MRCs associated with the applicable higher bandwidth or newer technology service multiplied by the number of months in the committed term are equal to or higher than the MRCs associated with the existing services multiplied by the number of months remaining in the term as of the date of the move (provided the existing svcs are on-net), If off-net, customer will reimburse vendor for any amounts payable to 3rd party..."