



State of Texas

TEX-AN Next Generation

**Ongoing Inventory
Management Plan**

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1. INTRODUCTION

1.1. Purpose

The purpose of this Ongoing Inventory Management Plan is to disclose tw telecom's processes and procedures for ongoing management of the Inventory Database to ensure completeness and accuracy.

2. ONGOING INVENTORY MANAGEMENT OVERVIEW

2.1. Ongoing Inventory Management Plan Approach

This Ongoing Inventory Management Plan employs processes and procedures to ensure ongoing management of DIR’s inventory database as part of this CTSA contract.

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.

2.2. Sources of Change

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

2.3. Key Personnel

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| <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. • 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>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> <p><i>There are twelve additional NAEs within TX to assist in supporting TEX-AN NG customers.</i></p> |

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| <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. • CPM works with local Customer Project Coordinators in each respective market to assist with the ordering and implementation on a local basis. | <p>Cory Bolton (303) 566-5846 cory.bolton@twtelecom.com</p> |
| <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 | <p>Victor Gonzalez - Austin (512) 485-6394 Voice victor.gonzalez@twtelecom.com</p> |

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| <ul style="list-style-type: none"> Manages technicians, engineers and outside plant team to ensure we build and maintain the highest performing network possible. | <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 Gather customer expectations and provide metrics to support quality of experience. | <p>Sharlee Neet (303) 566-5951 sharlee.neet@twtelecom.com</p> |

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| <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> |
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3. ONGOING INVENTORY MANAGEMENT PROCEDURES

3.1. Electronic Systems to Support Inventory

tw telecom currently provides inventory tracking to our customers on a regular basis via an Excel spreadsheet. We can customize this spreadsheet to meet DIR's specific business needs. This spreadsheet can be uploaded to our customer web portal for viewing by DIR at any time.

3.2. Procedures for Routine Audits

tw telecom can perform routine audits of the inventory database with DIR either monthly or quarterly, depending on DIR's preference. DIR's assigned tw telecom Service Manager will be responsible for producing the inventory reports and will meet with DIR to audit the inventory on a regular basis. The inventory will be compared against DIR's invoices and the Service Manager will work with DIR to reconcile any differences.

3.3. Notification Procedures for Discrepancies

Discrepancies will be identified through the quarterly or monthly audits and will be brought to the attention of DIR's assigned tw telecom Service Manager and Account Manager. The Service Manager will work with DIR to resolve these discrepancies and will also work with billing to generate a billing dispute and initiate corrections.

If DIR discovers any inventory discrepancies outside of the quarterly or monthly audits, DIR can bring these to the attention of their Service Manager for reconciliation.

3.4. Remediation Procedures for Corrections

DIR will work with their tw telecom assigned Service Manager to correct any inventory discrepancies. If these discrepancies are reflected in DIR's invoices, DIR will work with their Service Manager to file a billing dispute and resolve the issues. The billing dispute process is included below.

If Customer disputes any charges, it must log the dispute by completing and submitting a dispute form via tw telecom's web portal located at <https://customerportal.twtelecom.com/>, or by contacting tw telecom's dispute telephone line at 1-800-829-0420. All disputes must be submitted to tw telecom in the manner specified above within 120 calendar days of the date of the invoice associated with the disputed charges, or the invoice shall be deemed correct and all rights to dispute such charges are waived. If a discrepancy is discovered by twt or DIR after 120 days, tw telecom will make the correction and the credit adjustment will be the date that the error is corrected and not the original date that incorrect billing appeared on an invoice.

The timing of the resolution depends on the complexity of the dispute. The more complex (i.e., number of services involved, time frame, whether we have all the documentation needed and other involvement), the longer the resolution will take.

Currently, we are closing 90% of our disputes within 30 days which means the credit would appear within one to two billing cycles.