



State of Texas

TEX-AN Next Generation

**Ongoing Help Desk
Management Plan**

Table of Contents

1. INTRODUCTION	1
1.1. Purpose	1
1.2. Audience	1
2. ONGOING HELP DESK MANAGEMENT OVERVIEW	2
2.1. Ongoing Help Desk Management Plan Approach	2
2.2. Sources of Change	2
2.3. Key Personnel	2
3. ONGOING HELP DESK MANAGEMENT PROCEDURES	5
3.1. Report Requests.....	5
3.2. Support of DIR Customers in Transition	5
3.3. General Information Requests.....	6
3.4. Support for at DIR Customer Conferences	6
3.5. Reports Generated by tw telecom’s System(s).....	6
APPENDIX M - A – ESCALATION LIST	13

1. INTRODUCTION

1.1. Purpose

The purpose of this Ongoing Help Desk Management Plan is to disclose tw telecom's processes and procedures for ongoing management of the Help Desk.

2. ONGOING HELP DESK MANAGEMENT OVERVIEW

2.1. Ongoing Help Desk Management Plan Approach

This Ongoing Help Desk Management Plan employs processes and procedures to effectively manage the Help Desk in support of DIR and DIR customers on an ongoing basis.

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

<p>Account Manager (Customer Relationship Manager) Lead member of your support team, with a focus on the delivery of new services and applications Specializes in designing network solutions for any of your needs.</p>	<p>Mark Strobel (512) 485-1790 Voice mark.strobel@twtelecom.com</p>
<p>Network Application Engineer (Technical Sales Support) Supports any technical aspects of your solutions and services pre and post sales. 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>	<p>Dave Stewart (512) 485-1798 Voice dave.stewart@twtelecom.com</p>
<p>Sales Director (Contract Administrator) 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>	<p>Patrick Kufrovich (512) 485-1788 Voice Patrick.kufrovich@twtelecom.com</p>
<p>Vice President and General Manager Signature authority for contract negotiations Executive contact for the majority of support Overall sales and operations responsibility for the respective region</p>	<p>Rick Brackeen (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>
<p>Director of Operations</p> <p>Responsible for the city infrastructure. Manages technicians, engineers and outside plant team to ensure we build and maintain the highest performing network possible.</p>	<p>Victor Gonzalez (512) 485-6394 Voice victor.gonzalez@twtelecom.com</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>Customer Account Manager (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. ONGOING HELP DESK MANAGEMENT PROCEDURES

3.1. Report Requests

DIR or DIR customers will have a dedicated Account Management Specialist (AMS) to support post-sales activities such as report requests. DIR or DIR customers would simply contact their AMS when requesting a custom report. **tw telecom**'s on-line self-service tool, MyPortal contains account and performance information and can be accessed around-the-clock.

DIR's Support team will consist of the following:

- Account Management Specialist
 - Your **tw telecom** advocate who will proactively monitor and manage your account.
- Customer Project Manager
 - Your dedicated single point of contact for all implementation needs.
- Account Executive
 - Lead member of your support team, with a focus on the delivery of new services and applications.
 - Specializes in designing network solutions for any of your needs.
- Director of Operations
 - Responsible for city infrastructure.
 - Manages technicians, engineers and outside plant team to ensure we build and maintain the highest performing network possible.
- Network Application Engineer
 - Supports any technical aspects of your solutions and services pre and post sales.
 - Assists in all pre-sales design, configuration, diagrams and requirements as well as ongoing support and review with the lead of the Account Executive.

3.2. Support of DIR Customers in Transition

tw telecom will assign a long-term dedicated Customer Project Manager (CPM) to DIR's account. The role of the CPM is to manage and coordinate all aspects of the provisioning process for the State of Texas. On any given project, the CPM will collaborate with DIR to coordinate internal and external project calls with the frequency of the call be determined by the State. During these calls the CPM will go over all aspects of the project which include updates on status, builds, Type II details, vendor installation, and transition dates. The CPM will also produce a detailed project plan for all sites that require a build. The Project Plan will track all aspects of the build along with the standard install process. The CPM will also produce an order tracking worksheet. This sheet will track all critical dates along with the scheduled transition date and soak period. Both documents will be updated and sent prior to all calls.

3.3. General Information Requests

DIR or DIR customers will have a dedicated Account Management Specialist (AMS) to support post-sales activities such as information requests. DIR or DIR customers would simply contact their AMS for information requests. **tw telecom**'s on-line self-service tool, MyPortal contains account and performance information and can be accessed around-the-clock.

3.4. Support for at DIR Customer Conferences

tw telecom will provide support for DIR Customer conferences at no cost to DIR. This support will include, but not be limited to:

1. Briefings on CTSA and Service offerings;
2. Training sessions;
3. AAR briefings;
4. On-site representative(s) to answer questions and document special topic issues, and
5. Demonstrations of new or Emerging Technology offerings.

3.5. Reports Generated by tw telecom's System(s)

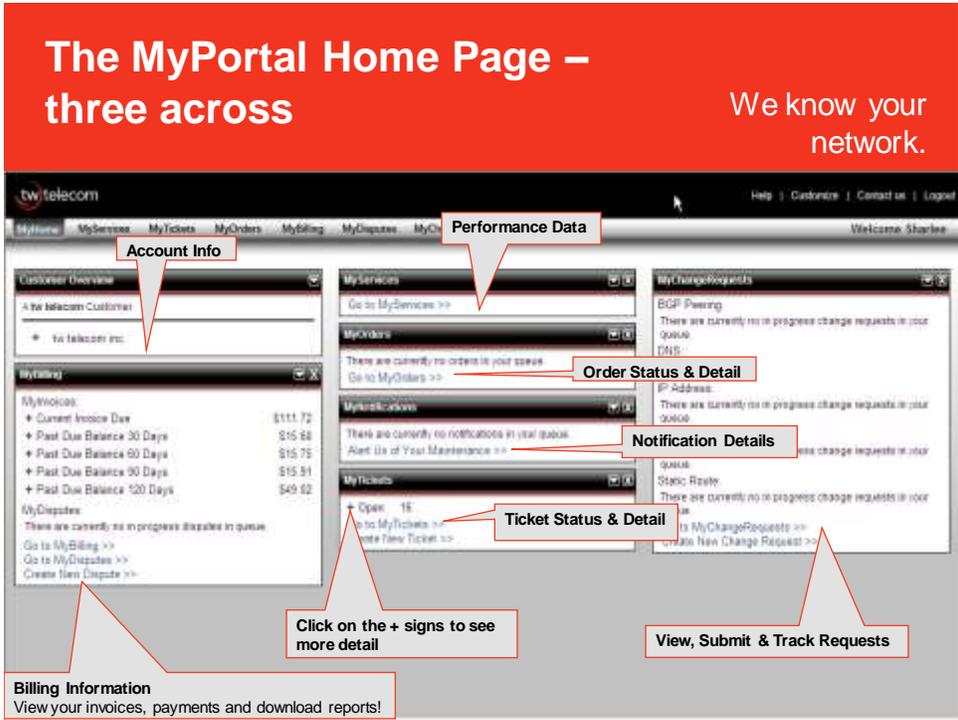
tw telecom will provide monthly customer care reports in tab delimited format as specified in the Vendor Reporting Guide provided during the onboarding process so DIR may determine service and performance quality. Reports will be provided in this way until such time as tw telecom and DIR mutually agree on XML interface specifications.

In addition, **tw telecom** will work with DIR or DIR customers to provide any necessary reporting over and above what is already provided by the customer portal. Some information that can be found in the portal is included below.

MyHome

MyHome provides a one screen overview that includes total invoice due amount, status information for in-progress orders, and trouble ticket status. MyHome includes the main page view which can be customized to include all of the information that is important to a particular customer. The customize link provides options to change the information seen on the main MyHome view.

Customers have the ability to add additional accounts or change their account information. Setting up customized view options allows customers with certain roles (e.g. billing) to only view the information that is most pertinent to them.

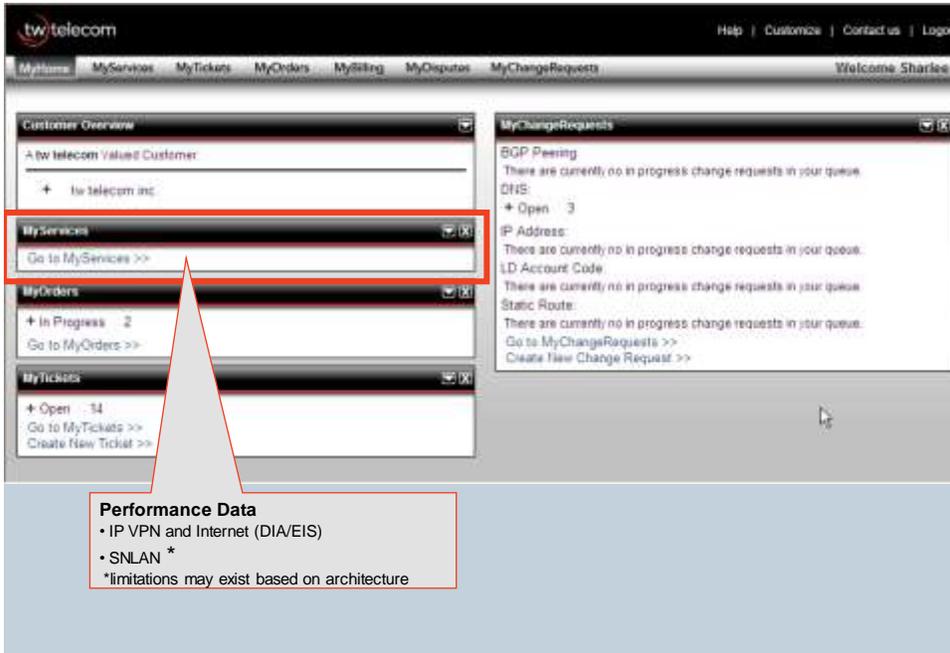


MyServices

Within the **tw telecom** MyServices web portal, customers can easily view the performance of various service components. MyServices provides performance monitoring data for **tw telecom**'s IP VPN and EIS/DIA services. New customers can also take advantage of performance monitoring for our ENLAN and SNLAN basic product services.

Customers can view their hour-to-hour Internet bandwidth utilization against what they purchased. As they view how their services are performing throughout the day, the utilization and trending information will better manage their network and business.

Performance monitoring gives customers the ability to view the performance of these services by location within the **tw telecom** network.

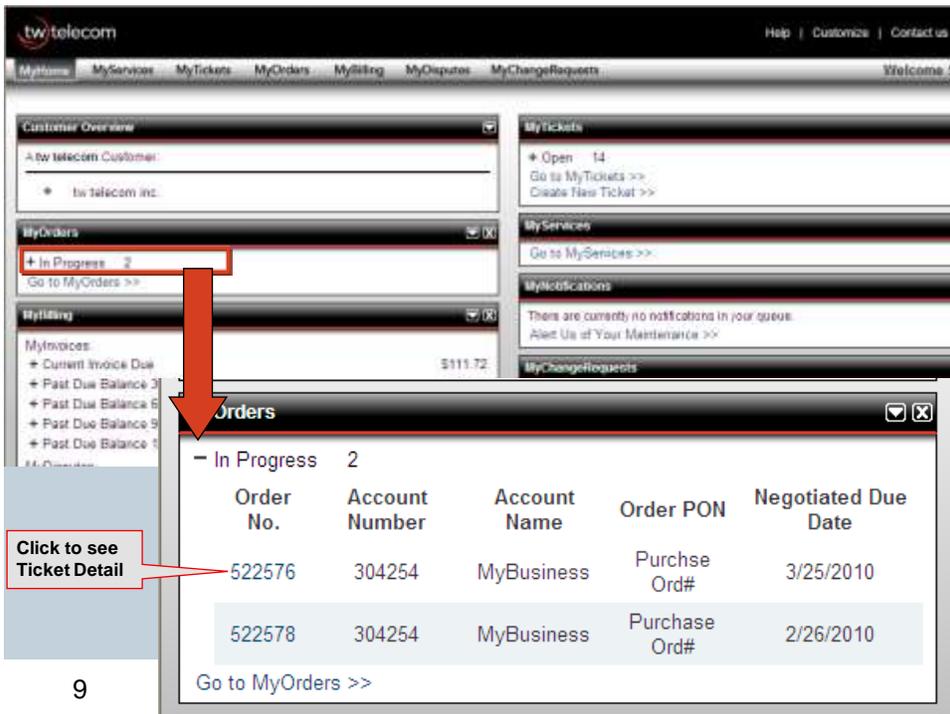


20



MyOrders

MyOrders gives customers the ability to view the status of in-progress and closed orders going back 12 months. Order tracking and detail allows them to view their order during the installation process.



9

MyTickets

MyTickets gives customers the ability to create new trouble tickets on-line and have real-time access to ticket detail and status. Customers can also view the status of open and closed tickets going back 12 months and can easily create a trouble ticket on-line without having to place a call.

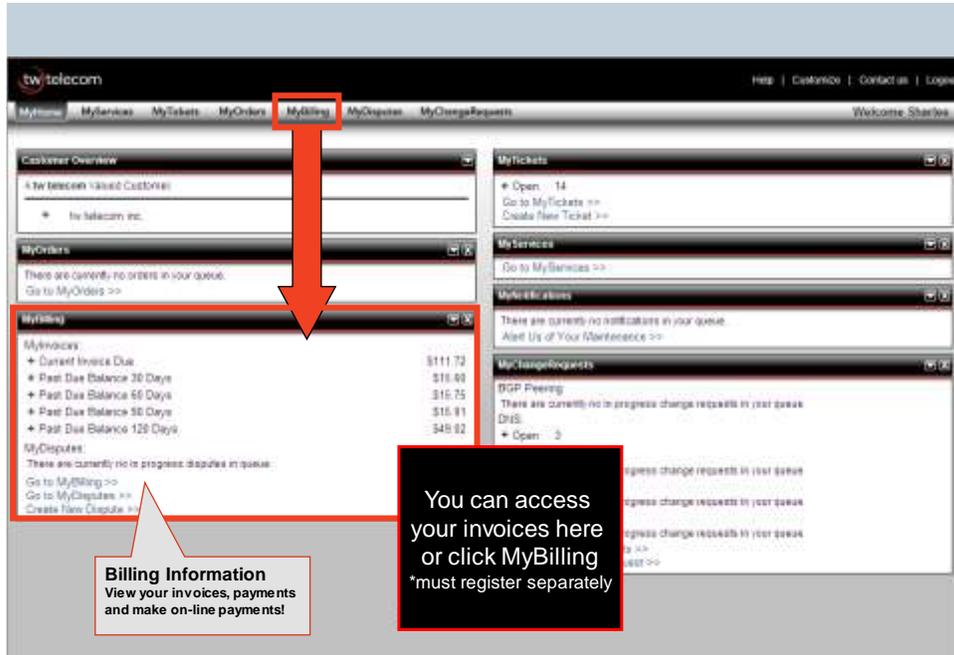
13

Ticket No.	Account No.	Service Identifier	Created On
CI000291359	304254	FL IP VPN Port	10/1/2009
CI000296662	304254	FL IP VPN Port	10/15/2009
CI000297791	304254	NY/DEMO/INTERNET	10/19/2009
CI000297794	304254	NY/DEMO/INTERNET	10/19/2009
CI000313732	304254	NY/DEMO/INTERNET	12/3/2009

Go to MyTickets >>
 Create New Ticket >>

MyBilling

MyBilling gives customers access to their **tw telecom** invoices on-line. It also allows them to download their billing data through our secure MyBilling website. When customers sign up for MyBilling, they can also use **tw telecom**'s electronic invoice payment service, ePay, which provides the added convenience of easily and securely paying bills on-line.



17



MyDisputes

MyDisputes allows customers to submit and review any disputed charges on-line and can review complete details on the specific charges, date ranges and amounts being disputed.

Disputes - Main

CREATE NEW DISPUTE

MyDisputes
Export to Microsoft® Excel™

*The * character may be used at the beginning and/or end of text fields to create a wildcard search*

Dispute ID

BAN

Account No.

Status

Records per Page

Entered On

From

To

Closed On

From

To

Dispute ID	Status	Entered On	Closed On	Account No.	BAN
336482	In Progress	9/27/2010	---	304254	

1

Disputes - Number

Dispute 336482

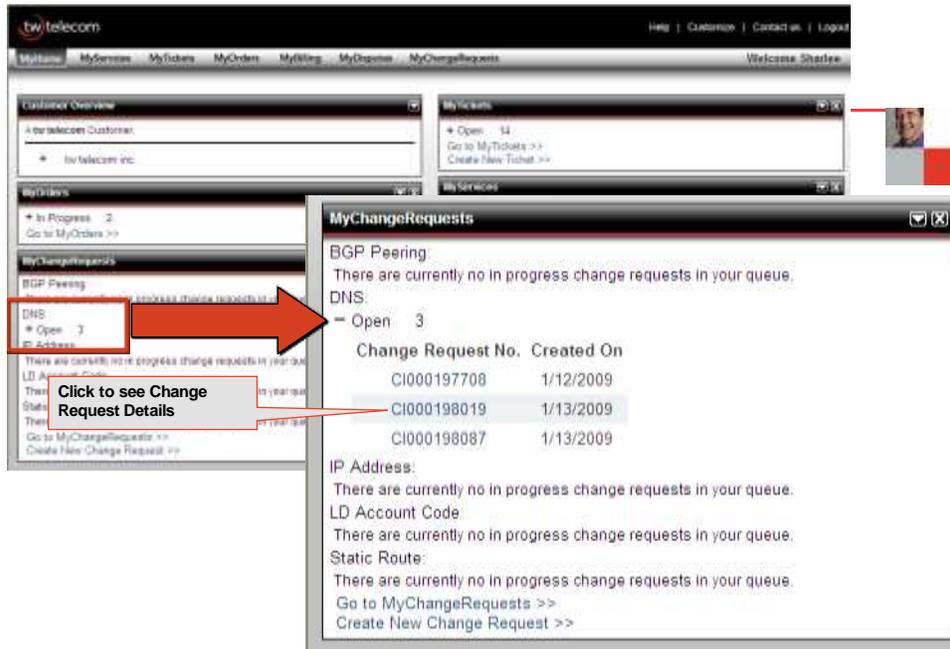
Contact Information		
Originator Name	Originator Phone	Originator Email
Demo Account	(123) 123-1231	demo@twtelecom.com
Customer Contact Name	Customer Contact Phone	Customer Contact Email
Demo Account	(123) 123-1231	demo@twtelecom.com

Original Dispute Information	
Date Entered	Status
09/27/2010	In Progress
Date Received	Original Dispute Amount
09/27/2010	(\$12.00)

Dispute Details			
Charge Number	1	Dispute End Date	09/03/2010
Dispute Start Date	09/02/2010	Invoice Section	Balance/Pymnts/Adj/Late Charges
Invoice Date	09/01/2010 12:00:00 AM	Disputed / Adj Amount	(\$12.00)
Circuit ID	---	Charge Description	test
Charge Type	Late Payment Charge	Dispute Reason	Billing End Date - Disco

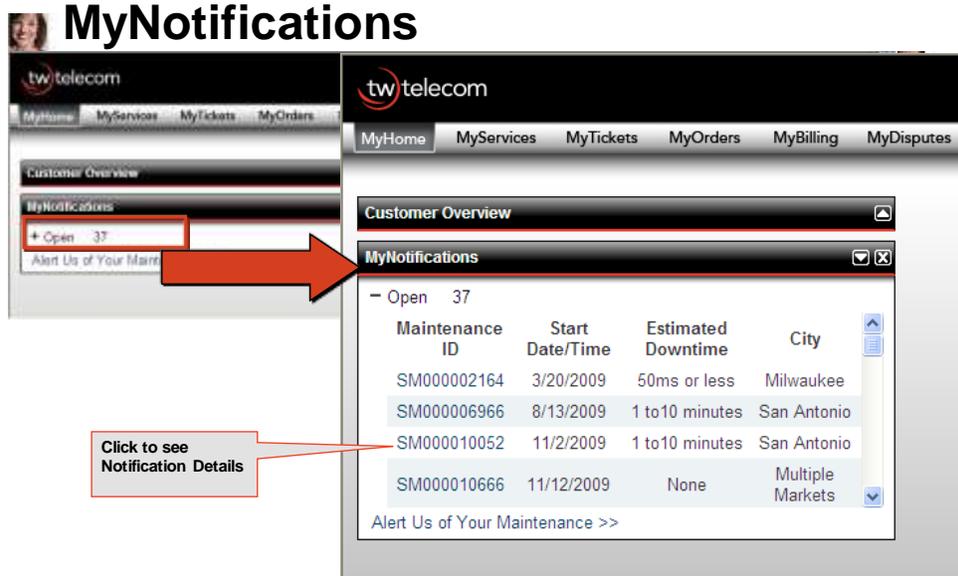
MyChange Requests

My Change Requests lets customers view, track and submit their change requests. Customers can submit requests to add, change and delete LD account codes and submit IP Address, BGP and Static Internet Routing requests, and also DNS Change requests.



MyNotifications

MyNotifications gives customers visibility to any **tw telecom** maintenance notifications. Customers can check the time, duration and status of effected circuits as well as alert **tw telecom** of any maintenance activities the customer has scheduled.



APPENDIX M - A – ESCALATION LIST

Escalation List



If you need to escalate any maintenance related issue, follow this path:

Contact Sharlee Neet - your single point of escalation for maintenance issues:

303-566-5951 (Desk) or
 303-204-1312 (Mobile)

3032041312@vtext.com

Sharlee.neet@twtelecom.com

Sharlee will take immediate action to escalate your issue.

Sharlee is DIR's dedicated service manager and advocate in the tw telecom NOC. You are also welcome to follow this path:

To escalate on a trouble ticket:	
Level 1	Call 800.263.3002 and request a technician
Level 2	If you don't receive a status call within 15 minutes, please request a level 2 escalation and to speak to a manager
Level 3	If you don't receive a return call within 15 minutes, call: George King, Dir, Customer Assurance Office: 303-566-1757 Cell: 720-810-9626
Level 4	If you don't receive a return call within 15 minutes, call: Kristine Kropp, VP, Customer Assurance Office: 636-625-7171 Cell: 314-852-9016
Level 5	If you don't receive a return call within 15 minutes, call: Beth Lackey, Sr. VP Operations Office: 303-566-1224 Cell: 303-808-2201

