



State of Texas

TEX-AN Next Generation

**Ongoing Program
Management Plan**

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1. INTRODUCTION

1.1. Purpose

The purpose of this Ongoing Program Management Plan is to disclose **tw telecom**'s processes and procedures for ongoing management of DIR designated Projects or Programs.

2. ONGOING PROGRAM MANAGEMENT OVERVIEW

2.1. Program Management Approach

This Ongoing Program Management Plan discloses processes and procedures to ensure that tw telecom is effectively managing DIR's Projects and Programs on a continual basis.

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. 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>
<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 	<p>Mike Debeneditis - Austin (512) 485-1757 Voice mike.debeneditis@twtelecom.com</p>

<p>supporting TEX-AN NG voice-related technical needs in their respective markets.</p> <ul style="list-style-type: none"> • 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><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 • 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</i></p>

	<p><i>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>
<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 	<p>Shannon Jones (512) 485-6395 shannon.jones@twtelecom.com</p>

<ul style="list-style-type: none">• 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	
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3. ONGOING PROGRAM MANAGEMENT PROCEDURES

3.1. TEX-AN NG Program Manager

The TEX-AN NG Program Manager, Mark Wilcop, will serve as the **tw telecom**'s single point of contact (SPOC) for all TEX-AN NG matters for the Term of the CTSA. Mr. Wilcop will participate in CTSA performance reviews and any CTSA Amendment negotiations. Mr. Wilcop will also serve as an escalation point for program related issues and any other concerns

3.2. Procedures to Control, Track and Manage Projects

A Customer Project Manager (CPM) will be assigned to the DIR account and will support all DIR implementations where necessary. **tw telecom**'s local operations and engineering staff will review all projects with DIR on a weekly basis. There will be project status meetings with on an ongoing basis through the duration of the project. The CPM will review the project implementation plan and document the status of all critical milestones.

There will be a number of meetings at the beginning of each project to cover all the details. Meetings will then be set to once a week or bi-weekly during the implementation phase. We will meet more often toward the completion of the implementation, in preparation for the conversion. The CPM and Operations Team will be in contact with DIR personnel throughout the implementation as necessary.

A detailed project plan including milestones and timeframes specific to DIR or an agency's implementation will be developed once awarded the service. Each individual site is evaluated to determine the scope of work and interval for installation. This evaluation includes gathering information from the customer (request delivery date, customer's equipment capabilities and availability). This information is then combined to create a project implementation plan for the entire project. Each site is tracked individually within the main project plan. The CPM will also produce an order tracking worksheet which will track all critical dates. (See attached project plan and order tracking sheet for more details in Appendix A.)

The CPM will include escalation list/procedure as part of project plan.

3.3. Procedures for Disaster Recovery

Disaster recovery is a key component of **tw telecom**'s business operations. The Risk Management department at **tw telecom** actively manages a comprehensive business continuity planning program that seeks to assure the well-being and safety of employees, protect Company assets, and ensure a high level of service to customers.

The Company's contingency planning program addresses the four phases of business continuity management: mitigation, preparedness, response and recovery. Company contingency planning is approached from an all-hazards perspective in order to improve flexibility and adaptability to any type of business interruption.

Company plans have been developed with the involvement of certified business continuity professionals to incorporate best practices acknowledged by Disaster Recovery Institute International (DRII) and Business Continuity Institute (BCI). Best practices employed by the Company include, but are not limited to:

- Using Risk Assessment and Business Impact Analysis results as a basis for business continuity planning.
- Diversity of recovery resources.
- Multiple business resumption options for various critical functions.

- Consideration of third party resources.
- Annual plan reviews and updates; and annual exercises.
- Consistent and integrated planning approach across the enterprise.

3.4. **Procedures to Resolve Interoperability Problems**

In the event that any component of a **tw telecom** service being provided to DIR or a State Agency is not interoperable with DIR's or the Agencies' equipment, **tw telecom** will work in a best effort fashion to make the needed changes to our product and/or service design to resolve the issue. If after a reasonable period of time, **tw telecom** is not able to resolve the issue and DIR or the Agency is not able to make an adjustment on their end, then the service can be terminated without any termination liability.

3.5. **Procedures to Respond to Escalated Service Concerns**

A Service Manager will be assigned to the DIR account who will be the first point of contact in regards to escalated service concerns. The service manager's responsibility is to Act as the single point of escalation to assigned customers. Additional Service Manager responsibilities are included below:

- 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

3.6. Procedures to Manage Subcontractors

tw telecom will only use subcontractors in the event we need to perform fiber construction to an agency building. This would not fall in the scope of Program Management per this contract so no formal procedure is necessary.

3.7. Other

Reporting - tw telecom will provide Program Management reports as required by DIR. DIR has provided all required data elements in the Vendor Reporting Guide as part of the onboarding process.

tw telecom understands that DIR reserves the right to request, in special cases (such as performance shortfalls or issue escalations), more frequent reporting as needed.

tw telecom will support, at DIR's request (by making its representatives available in person) periodic meetings and collaborative forums with DIR and/or Customers to discuss topics of interest and respond to questions or make presentations specific to Tex-AN NG Services.

tw telecom understands that DIR retains the right to require participation in an Independent Verification and Validation (IV&V) audit should DIR determine that tw telecom's performance falls short of standards set forth in the CTSA.