

ONGOING PROGRAM MANAGEMENT PLAN

TWC Program Manager:

Brian Beresford will service as the Program Manager and Single Point of Contact (SPOC) for all Tex-AN NG matters for the term of the CTSA.

Contact Name Brian Beresford

Telephone # 214-394-1326

Email address brian.beresford@twcable.com

In addition, the TWC Program Manager will:

- participate in CTSA performance reviews;
- attend all performance reviews
- participate in CTSA amendment negotiations
- serve as an escalation point
- oversee process improvement plans (PIPs) as necessary

TWC Program Control:

TWC has internal processes to control, track and manage all projects. These processes include (but are not limited to) the usage of Microsoft Project, MS Word and Excel, recurring calls and project summaries, central database for project tracking, periodic status updates and issues escalation. The TWC Program Manager will work with DIR to collaborate on the best use of these procedures to serve DIR requirements.

TWC control includes these project phases:

TWC Program Management Office uses industry standard project management methods to deliver complex fiber based services. A formal Project Plan is typically created for complex projects (multi-site WAN deployments, 10 sites or more and carrier-level transport services such as 10GB/SONET services) to ensure proper tracking of all Project Management milestones and dependencies. However, high-volume products such as cable modems (DOCSIS products) are being managed via internal service delivery tools for efficiency purposes.

Additionally, TWC works with customers individually to understand their reporting and project management needs and makes necessary adjustments to the service delivery process.

TWC Procedures for disaster recovery planning and execution activities;

TWC Business Continuity Management (BCM)

Time Warner Cable's BCM process is an ongoing program to ensure business continuity requirements are assessed, resources are allocated, and recovery and continuity strategies and procedures are completed and tested.



TWC BCM includes:

- Emergency Preparedness - Emergency Response & Life Safety Ensures that TWC is ready to respond to an emergency in a coordinated, timely, and effective manner.
- Includes a plan of action to prevent the loss of life and minimize injury and property damage.
- Crisis Management - Containment & Strategic Response Plans the overall coordination of TWC's response to a crisis, in an effective, timely manner, with the goal of avoiding or minimizing damage.
- Disaster Recovery Planning (DRP) - Technology Restoration Advance planning and preparations for technology and IT to minimize loss and ensure continuity of Critical Business Processes in the event of business interruption.
- Business Continuity Planning (BCP) - Business Resumption Advance arrangements and procedures that enable TWC to respond to an event so that Critical Business Processes continue with planned levels of interruption or change.
- "Sister" Data Center in Tampa Fl.
- Diverse Fiber Core
- IP Transit Redundancy
- Geographically Diverse IP Egress/Ingress
- Catastrophic Recovery Trailers
- National Strategy, Regional Accountability
- 24 Hour Staffed NOCs
- National, Redundant "Bastion" Network Access
- Vendor Participation

TWC Procedures to resolve interoperability problems;

If interoperability issues are encountered at the time of service activation, TWC Program Manager will manage resolution. During the activation process, a bridge is set up to facilitate information exchange between end- user and TWC teams. If there are any interoperability issues post install, TWC Regional Customer Care can be contacted via phone and email and will manage resolution. Issue triage and support procedures are in place and supported by TWC service SLAs to ensure timely responses and repair.

TWC Procedures to respond to escalated Service concerns;

**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
Fiber Support Specialist				877-892-3423
Dana Martin	1	Supervisor	Dana.Martin@twcable.com	512-681-6672

Michael Richardson	1	Supervisor	Michael.Richardson@twcable.com	512-681-6659
Eric Oberg	1	Night Sup	Eric.Oberg@twcable.com	512-681-6660
Daniel James	2	Manager	Daniel.James@twcable.com	512-681-6683
Kelle Salter	3	Regional VP	Kelle.Salter@twcable.com	210-582-9071

TWC Procedures to manage Subcontractors

TWC employs internal processes to control, track and manage all projects performed by our contractors. Quality, cost and time are tracked per project. Reports are produced on a regular basis and reviewed by management. Contractors are rated based on performance. Additional resources are readily available state-wide and utilized based on project volume. All Time Warner Contractors go through identification verification, drug and alcohol screenings, national criminal background checks, and driving history screenings. All contractors are mandated to wear a photo identification badge in a visible location at all times when performing work on behalf of TWC. All Contractors are mandated to carry Insurance, Worker's Compensation Coverage, General Liability Coverage and Commercial Automobile Liability Coverage.

TWC Program Management Reporting:

TWC will provide DIR with a weekly electronic status report for all current projects as required. TWC will work with DIR to address requests associated with performance shortfalls or issue escalations including additional reporting and in person meetings. Vendor will support at DIR's request, 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.

The TWC Program Manager shall be responsible for all service delivery phases of deployment.

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

The TWC Program Manager will establish a Master Tracking Report (spreadsheet format) containing the above information at a minimum. Updates will be provided weekly.

TWC agrees to deliver quarterly status of Projects by Customer Report for DIR including all of the above at a minimum. Additionally, TWC recommends a quarterly program review meeting to ensure customer needs are being met.

TWC Audits:

TWC will participate and cooperate in a reasonable manner with DIR in an Independent Verification and



Validation (IV&V) audit should TWC's performance results fall short of the standards set forth in the CTSA.

TWC Subcontractor Reporting:

TWC acknowledges and will provide Subcontractor performance data and incorporate the Subcontractor data into required reports. Further, TWC acknowledges that subcontractor performance data shall not be provided separately, unless specifically requested by DIR.

TWC Cost Avoidance Support:

TWC will cooperate with DIR in assembling and reporting the cost avoidance realized by the State for the products and services obtained under DIR contracts.