

AZNet II – Arizona Network

AZNet II – Escalation Timelines & Notification Process

v.1 Rev. A
August 2012

Revisions

| Version | Revision Description | Date | By |
|---------|---|-----------|----------|
| V1 | Incorporated updates from TSC Management Team | 3/12/2012 | L Boffo |
| V2 | Revised for CenturyLink | 7/30/2012 | J Carter |

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Introduction – Escalation Process and Timelines

This procedure describes CenturyLink’s Escalation Plan which is a series of time-line responses and resolution activities that involve CenturyLink AZNet II management and support teams, along with manufacturer technical and management involvement until resolution and Agency(s) acceptance.

Severity 1 Escalations – Voice and Network

| Step | Responsibility | Action |
|---|--|--|
| SITE ALERTS WILL BE MANAGED BY THE CENTURYLINK NOC or SERVICE MANAGER | | |
| 0 - 30 minutes | | |
| 1 | CenturyLink Engineer and CenturyLink Field Technician | Ticket assigned to CenturyLink Engineer and a CenturyLink Field Technician is simultaneously dispatched to the affected site Engage CenturyLink Service Manager |
| RESOLVED? | | |
| <ul style="list-style-type: none"> • YES: Notifies CenturyLink Service Manager and NOC of resolution information, resolves ticket and sends notifications • NO: Proceed | | |
| 31- 60 minutes | | |
| 2 | CenturyLink Service Manager And CenturyLink Engr Manager | CenturyLink Service Manager determines if additional technical resources are needed CenturyLink Engr Manager establishes technical conference bridge |
| 3 | CenturyLink Service Manager | CenturyLink Service Manager coordinates the delivery of any replacement equipment CenturyLink Service Manager establishes Agency/EIC conference bridge |

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| Step | Responsibility | Action |
|---|------------------------------|--|
| | | Engages CenturyLink Program Manager (PM) and EIC Program Manager, Telecommunications Services |
| RESOLVED? | | |
| <ul style="list-style-type: none"> YES: Notifies CenturyLink Case Manager of resolution information and resolves ticket NO: Proceed | | |
| 61 - 120 minutes | | |
| 4 | CenturyLink Engr Manager | Escalates to manufacturer technical support |
| 5 | CenturyLink Program Manager | Ensures all appropriate technical resources, tools and support are engaged Engages CenturyLink Director; provides the latest updates |
| 6 | CenturyLink Director | Ensures technical escalation efforts and manufacturer support are at appropriate levels |
| RESOLVED? | | |
| <ul style="list-style-type: none"> YES: Notifies CenturyLink Case Manager of resolution information and resolves ticket NO: Proceed | | |
| > 120 minutes until resolved | | |
| 7 | CenturyLink Director | Engages CenturyLink VP of Operations; provides the latest updates |
| 8 | CenturyLink VP of Operations | Reviews technical escalation efforts and manufacturer support are at appropriate levels Continues leadership and communication updates until resolved |

Severity 2 Escalation – Voice and Network

| Step | Responsibility | Action |
|--|-----------------|------------------------------------|
| SITE ALERTS WILL BE MANAGED BY THE CENTURYLINK NOC or SERVICE MANAGER | | |
| 0 - 20 minutes | | |
| 1 | CenturyLink NOC | Ticket assigned to CenturyLink NOC |

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| Step | Responsibility | Action |
|--|--|---|
| | | CenturyLink NOC engages CenturyLink Engineer and Carrier if applicable |
| RESOLVED? | | |
| <ul style="list-style-type: none"> • YES: Notifies CenturyLink Service Manager and NOC of resolution information and resolves ticket • NO: Proceed | | |
| 21 minutes – 2 hours | | |
| 2 | CenturyLink NOC | Requests CenturyLink Field Technician be dispatched to site to continue resolution activities Engages CenturyLink Service Manager Continues to work with Carrier to escalate and resolve problem if applicable |
| 3 | CenturyLink Field Technician | Works with CenturyLink Engineer to resolve issue |
| 4 | CenturyLink Engineer | CenturyLink Engineer establishes technical conference bridge Ensures all technical resources are at appropriate levels Engages CenturyLink Engr Manager |
| 5 | CenturyLink Field Operations Supervisor CenturyLink Service Mgr | CenturyLink Field Operations Supervisor coordinates the delivery of replacement equipment CenturyLink Service Manager establishes Agency/EIC conference bridge if requested Engages CenturyLink Program Manager (PM) and EIC Program Manager, Telecommunications Services |
| RESOLVED? | | |
| <ul style="list-style-type: none"> • YES: Notifies CenturyLink Service Manager and NOC of resolution information and resolves ticket • NO: Proceed | | |
| 2 hours – 6 hours | | |
| 6 | CenturyLink Engineer | Escalates to manufacture technical support |
| 7 | CenturyLink Program Manager | Ensures all appropriate technical resources, tools and support are engaged Engages CenturyLink Director; provides the latest updates |

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| Step | Responsibility | Action |
|---|------------------------------|--|
| 8 | CenturyLink Director | Ensures technical escalation efforts and manufacturer support are at appropriate levels |
| RESOLVED? | | |
| <ul style="list-style-type: none"> • YES: Notifies CenturyLink Case Manager of resolution information and resolves ticket • NO: Proceed | | |
| > 6 hours until resolved | | |
| 9 | CenturyLink Director | Engages CenturyLink VP of Operations; provides the latest updates |
| 10 | CenturyLink VP of Operations | Reviews technical escalation efforts and ensures manufacturer support are at appropriate levels Continues leadership and communication updates until resolved |

Severity 3 Escalation – Voice and Network

| Step | Responsibility | Action |
|--|------------------------------|--|
| 0 – 4 hours | | |
| 1 | CenturyLink NOC | Ticket assigned to CenturyLink NOC |
| RESOLVED? | | |
| <ul style="list-style-type: none"> • YES: Notifies CenturyLink Service Manager of resolution information and resolves ticket • NO: Proceed | | |
| 4 hours – 12 hours | | |
| 2 | CenturyLink NOC | Requests CenturyLink Field Technician be dispatched to site to continue resolution activities CenturyLink NOC engages CenturyLink Engineer and Carrier as applicable Engages CenturyLink Service Manager |
| 3 | CenturyLink Field Technician | CenturyLink Field Technician works with CenturyLink Engineer to resolve issue |

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| Step | Responsibility | Action |
|---|--|---|
| | and CenturyLink NOC | CenturyLink NOC continues to work with Carrier as applicable |
| 4 | CenturyLink Engineer | CenturyLink Engineer establishes technical conference bridge Ensures all technical resources are at appropriate levels |
| 5 | CenturyLink Field Technician and CenturyLink Service Manager | CenturyLink Field Technician coordinates the delivery of any replacement equipment CenturyLink Service Manager establishes Agency/EIC conference bridge CenturyLink Service Manager Engages CenturyLink Program Manager (PM) and EIC Program Manager, Telecommunications Services |
| RESOLVED? | | |
| <ul style="list-style-type: none"> • YES: Notifies CenturyLink Case Manager of resolution information and resolves ticket • NO: Proceed | | |
| 12 hours – 16 hours | | |
| 6 | CenturyLink Program Manager | Ensures all appropriate technical resources, tools and support are engaged Engages CenturyLink Director; provides the latest updates |
| 7 | CenturyLink Director | Ensures technical escalation efforts and manufacturer support are at appropriate levels. Escalation to manufacturer technical support will be on a case-by-case basis |
| RESOLVED? | | |
| <ul style="list-style-type: none"> • YES: Notifies CenturyLink Case Manager of resolution information and resolves ticket • NO: Proceed | | |
| > 16 hours until resolved | | |
| 8 | CenturyLink Director | Engages CenturyLink VP of Operations; provides the latest updates |
| 9 | CenturyLink VP of Operations | Reviews technical escalation efforts and manufacturer support are at appropriate levels Continues leadership and communication updates until resolved |

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Site Outage Notifications

| Step | Responsibility | Action |
|---|--|---|
| 1 | CenturyLink Service Manager or CenturyLink NOC | <p>Initiate Sev1 or Sev2 Notification upon receipt of a Severity 1 or Severity 2 request from Level 1 Help Desk or an Alarm from Network Monitoring equipment. The format of the Notification follows:</p> <ul style="list-style-type: none"> • List of all of the affected Agencies, including the address • List of all of the affected applications (i.e. voice, data, IVR, etc) • Describe the issue <ul style="list-style-type: none"> ○ Include date/time stamp with each update • Provide Status and Actions being performed to resolve the issue • The Subject Line of the email notification will be in the following format: • “Severity Level Incident, Date – Agency – Status (New, Updated, Resolved) <p>Distributes the initial Notification to the affected Agency(s), EIC and CenturyLink required personnel</p> <p>Monitors the Severity 1 or Severity 2 request and distributes updates as per the required distribution intervals listed below</p> <p>Upon resolution of the Severity 1 and Severity 2, provides final Notification to distribution.</p> |
| <p>Site Alert Notification Intervals</p> <p>SEVERITY 1 = every hour (60 minutes). Exception will be if Sev1 is on hold and time of resumption or next update was noted in last update.</p> <p>SEVERITY 2 = every 2 hours (120 minutes). Exception will be if Sev2 is on hold and time of resumption or next update was noted in last update.</p> | | |