

ESCALATION/CONTACT LIST

Trouble reporting procedures for METRO circuits will be as follows:

1. All outages and service degradations will be reported to METRO NOC by customer via e-mail first. Customer representative is to report trouble to METRO at:

support@metrocomm.com

2. Customer should be prepared to give the following information:
 - a. Company Name and Metro Circuit ID
 - b. Company Contact Person
 - c. Company Contact Person Callback Number
 - d. Description of Trouble and Severity (Service Affecting vs Degradation)
 - e. Any additional information to help expedite troubleshooting
3. METRO NOC will respond by notifying METRO's On-Call Technician who will open a "Network Trouble Ticket (NTT)" and immediately begin troubleshooting the cause of the outage/degradation.
4. METRO's On-Call Technician will contact Customer with one hour to provide an update on the status of the NTT.
 - a. In the event the outage exceeds two (2) hours, METRO will automatically escalate to the next highest level of management within METRO as appropriate.
 - b. METRO personnel will make every effort to update Customer personnel each hour until the outage/degradation is resolved.

The following escalation list of numbers should be used when reporting problems for escalation:

First Level: On-Call Network Engineer
support@metrocomm.com
Phone: 217-800-6386

Second Level: David Leal
dleal@metrocomm.com
Phone: 217-395-5325

Third Level: Austin Rice
arice@metrocomm.com
Phone: 217-728-0010

Fourth Level: Nick Hess
nhess@metrocomm.com
Phone: 217-280-0138

Fifth Level: Heath Poulos
hpoulos@metrocomm.com
Phone: 217-840-3584