

Trillion Network Operations Center Incident Management Policy

1.0 **PURPOSE**

The purpose of this document is to describe Trillion's categorization of Incidents in terms of severity levels, and to define Trillion's Incident Management Escalation and Notification policy.

2.0 **SCOPE**

This escalation policy applies to all incidents occurring within Trillion networks

3.0 **PROBLEM REPORTING**

To report hardware or degraded network issues, the customer should immediately contact the Trillion Network Operation Center (NOC) in Austin, TX to open an Incident ticket.

Incident tickets can be opened via Trillion's Internet Ticketing System. The application is accessible on the Internet via URL <http://support.trillion.net>.

Incident Tickets can also be opened by calling: **(866) 949 6631**

4.0 **CATEGORIZATION OF Incidents**

Trillion categorizes Incidents as:

| Severity Level | Priority Level | Examples |
|----------------|----------------|--|
| • Severity 1 | Critical | Complete network outage |
| • Severity 2 | Urgent | Partial network outage or single site outage |
| • Severity 3 | Important | Quality of Service Issue |
| • Severity 4 | Important | Change Management |
| • Severity 5 | Informational | Customer Questions |

Customer may change the Priority Level at anytime

5.0 **ESCALATION CONTACT INFORMATION**

Attachment 1 contains the names and phone numbers of Trillion personnel holding the positions referenced in this escalation policy. The NOC is responsible for performing escalations on behalf of the customer.

Severity 1 (Critical Severity) – Complete Network Outage

DESCRIPTION:

- This type of Incident or emergency situation can be described as one that causes, or has the potential to cause a total network outage in one or more networks.

EXAMPLES:

- Network component failures that cause a complete network outage.
- Fire, flood, hurricane, tornado or other natural emergencies that cause, or have the potential to cause a complete network outage.

ESCALATION REQUIRMENTS:

The NOC will immediately notify the Trillion engineering personnel and Director of NOC Operations.

- 1) NOC NOC Manager - Immediately
- 2) Director, Network Operations – 2 hours
- 3) Vice President, Operations and Technology – 4 Hours

STATUS UPDATES: Every 30 minutes.

The NOC is responsible for ensuring that affected customers receive a status update at 30-minute intervals until the incident is resolved. A full incident report will be provided within 24 business hours after resolution.

Severity 2 (Urgent Severity) – PARTIAL NETWORK OUTAGES

DESCRIPTION:

This type of Incident or emergency situation can be described as one that causes, or has the potential to cause, a partial network outage or degraded performance in the network.

EXAMPLES:

- Loss of one or more components that causes a partial network outage.
- Software anomaly causing network degraded performance.

ESCALATION REQUIRMENTS:

The NOC will notify the NOC engineering team within 1 hour of the incident if the Incident is not resolved , the following Trillion management personnel will be notified as stated below

- 1) Manager, NOC – 4 hours
- 2) Director, Network Operations – 8 hours
- 3) Vice President, Operations and Technology – 16 hours

STATUS UPDATES: Hourly

The NOC is responsible for ensuring that affected customers receive a status update at 1 hour intervals until the incident is resolved. A full incident report will be provided within 24 business hours after resolution.

Severity 3 (Important Severity) - Quality of Service

DESCRIPTION:

This type of Incident can be described as one that causes degraded performance in the network.

EXAMPLES:

- Slow internet Speeds

ESCALATION REQUIRMENTS:

The NOC will notify the NOC engineering team within 4 hours of the incident if the problem is not resolved, the following Trillion management personnel will be notified as stated below

- 1) Manager, NOC – 8 hours
- 2) Director, Network Operations – 24 hours
- 3) Vice President, Operations and Technology – 48 hours

STATUS UPDATES: Every 8 hours

The NOC will provide status to the customer at 24-hour intervals until resolved.

Severity 4 (Important Severity) - Change Request

DESCRIPTION:

Change is any deliberate action that alters the form, fit or function.

EXAMPLES:

- Change request – I.E. Block an IP address

ESCALATION REQUIRMENTS:

The NOC will notify the NOC engineering team within 4 hours of the incident if the problem is not resolved, the following Trillion management personnel will be notified as stated below

- 1) Manager, NOC – 24 hours
- 2) Director, Network Operations – 48 hours
- 3) Vice President, Operations and Technology – 72 hours

STATUS UPDATES: Every 24 hours

The NOC will provide status to the customer at 24-hour intervals until resolved.

Severity 5 (Informational Severity) - Informational Request

DESCRIPTION:

Customer day to day questions/concerns that do not impact production network.

EXAMPLES:

- How do I log onto the portal

ESCALATION REQUIRMENTS:

The NOC will notify the NOC engineering team within 4 hours of the incident if the problem is not resolved, the following Trillion management personnel will be notified as stated below

- 1) Manager, NOC – 72hours
- 2) Director, Network Operations – 96 hours

STATUS UPDATES: Every 72 hours

The NOC will provide status to the customer at 72-hour intervals until resolved.

Attachment 1

Escalation Contact Information

To report any type of Incident immediately contact Trillion's Network Operations Center (NOC) to open an Incident ticket. Depending on the nature of the problem, the NOC representative will take the following actions: (a) attempt to obtain diagnostics and restore service remotely from the NOC; (b) contact the NOC engineer if not resolved; or (c) escalate the problem to management in accordance with the NOC Incident NOCCON Levels

Network Operations Center (NOC) Incident Reporting Phone Numbers: (866) 949 6631

Network Problems

Work Number

NOC

Day to day Operations

866 949 6631

512 334 4060

Manager, NOC Operations

Bryan Geiger

Office – 512 334 4060

Cellular - 512 738 2268

Director, Network Operations

Dave O'Rourke

Office – 512 334 4078

Cellular - 512 913 1350

Vice President, Operations and Technology

Steve Davis

Office – 512 334 4100

Cellular - 512 484 2029