State of Texas

TEX-AN Next Generation

Order Process
Implementation Plan

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1. INTRODUCTION

1.1. Purpose

The purpose of this Order Process Implementation Plan is to document **tw telecom** processes and procedures for services ordered under the CTSA. Of key concern to DIR are completeness, accuracy, and timely receipt of Service Order notices and acknowledgements.

2. ORDER PROCESS IMPLEMENTATION OVERVIEW

2.1. Order Process Implementation Plan Approach

This Order Process Implementation Plan employs processes to ensure that DIR and DIR customers receive effective installation, support and management of all services ordered under the CTSA.

tw telecom is committed to our customer's and their experience with service delivery and support. To this end, we have defined processes and procedures that have been developed as a result of customer feedback that are focused on ensuring a positive experience when working with **tw telecom**. These processes are outlined in this document.

2.2. Sources of Change

Any changes to this document will be mutually agreed upon between **tw telecom** and DIR.

2.3. Key Personnel

Lead Account Manager (Customer Relationship Manager) • 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.	Jim Parker - Austin (512) 485-1755 Voice jim.parker@twtelecom.com *There are five additional Account Managers within TX to assist in supporting TEX-AN NG customers.*
Lead Network Application Engineer (Technical Sales Support) • 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.	Dave Stewart - Austin (512) 485-1798 Voice dave.stewart@twtelecom.com Casey Dodson – Austin (512) 485-1759 Voice casey.dodson@twtelecom.com *There are twelve additional NAEs within TX to assist in supporting TEX-AN NG customers.*

Lead Voice Application Engineer • 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 supporting TEX-AN NG voice-related technical needs in their respective markets. • 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.	Mike Debenedictis - Austin (512) 485-1757 Voice mike.debenedictis@twtelecom.com *There are three additional Voice Application Engineers within TX markets to assist in supporting TEX-AN NG customers.*
Sales Manager (Contract Administrator) • 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.	Rick Brackeen - Austin (512) 485-1761 Voice rick.brackeen@twtelecom.com
Vice President and General Manager • Signature authority for contract negotiations • Executive contact for the majority of support • Overall sales and operations responsibility for the respective region	Jenny Rogers - Austin (512) 485-6396 Voice jenny.rogers@twtelecom.com
Customer Project Manager • 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.	Marybeth Page (303) 542-4442 marybeth.page@twtelecom.com
Director of Operations • 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	Victor Gonzalez - Austin (512) 485-6394 Voice victor.gonzalez@twtelecom.com

• Manages technicians, engineers and outside plant team to ensure we build and maintain the highest performing network possible.	*There are five additional Operations Directors within TX markets to assist in supporting TEX-AN NG customers.*
Senior Service Manager • 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 qualify of experience.	Bruce Matthews (303) 542-4102 bruce.matthews@twtelecom.com

![tw telecom logo]

DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-006
ATTACHMENT F-10 TO EXHIBIT F
O R D E R   P R O C E S S   I M P L E M E N T A T I O N **PLAN**
FINAL VERSION

Account Management Specialist (Billing Manager)	Shannon Jones

• Manages the customer's experience *post-installation* to ensure complete customer satisfaction and to ensure all customer needs are met.
• Primary point of contact on non-sales related activity
• Inventory management:
     • Complete inventory tracking and updates
     • Perform sales notification and tracking of expired services
• 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
	(512) 485-6395
	shannon.jones@twtelecom.com

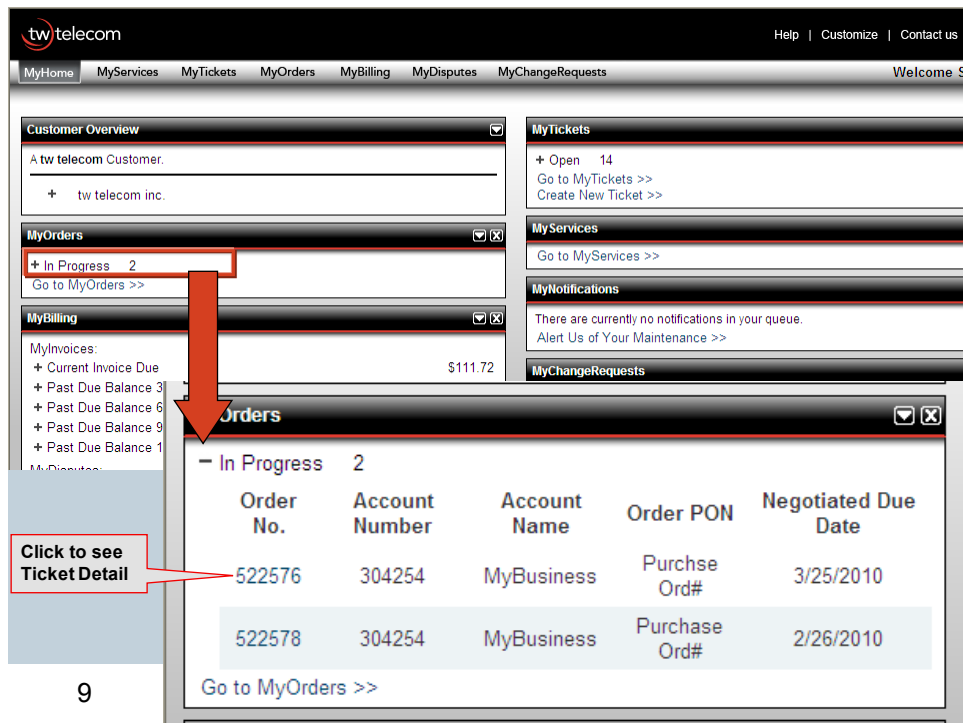# 3. ORDER PROCESS IMPLEMENTATION PROCEDURES

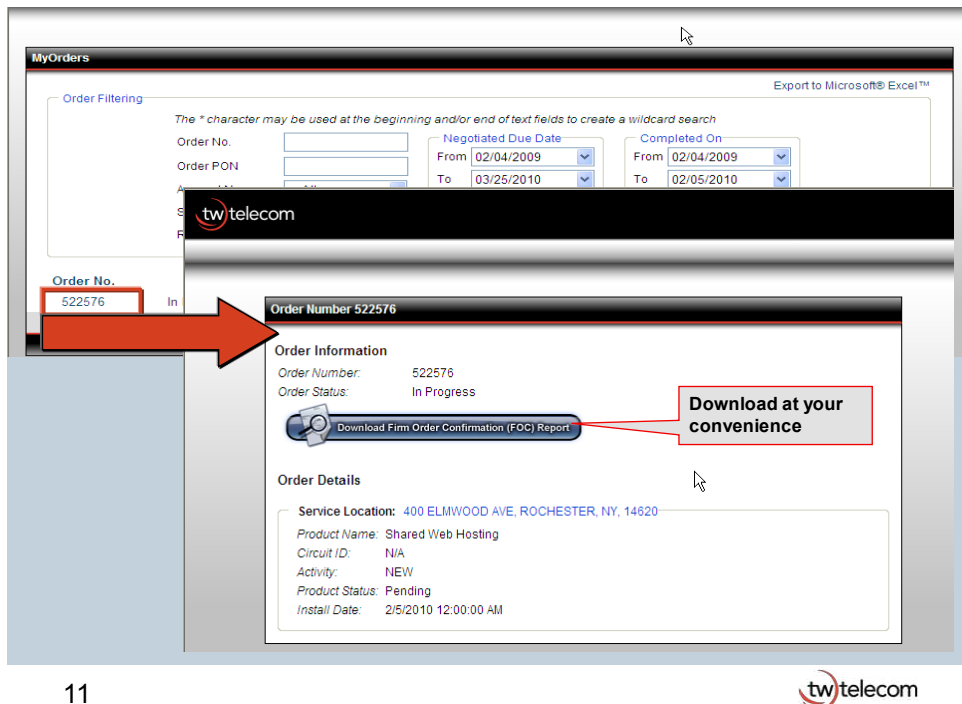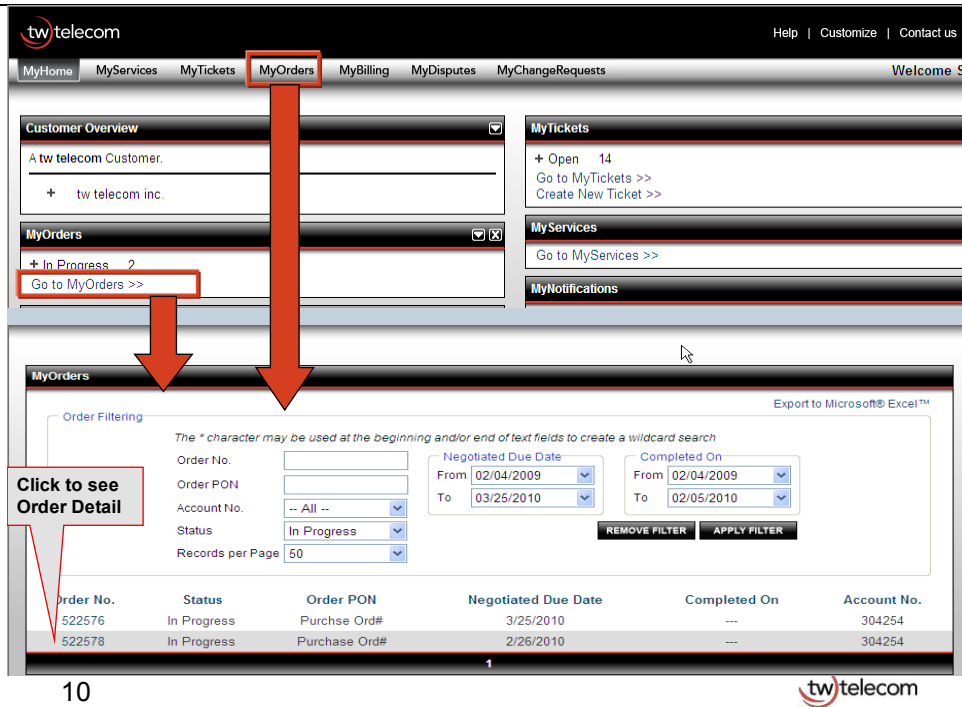## 3.1. Electronic Systems to Support Ordering

For services billed directly to DIR, tw telecom will develop and implement electronic systems to support ordering requirements within ninety (90) days of contract execution. Initial requirement is tab delimited file delivery. Files will be provided in this way until such time as tw telecom mutually agree on XML interface requirements.

tw telecom will accept orders from the DIR Remedy systems via email delivered to tw telecom at DIRQuotes&Orders@twtelecom.com.

For services billed directly to DIR customers, **tw telecom**'s MyOrders web portal gives customers the ability to view the status of in-progress and closed orders going back 12 months. Order tracking and detail allows them to view their order during the installation process. **tw telecom** uses a number of internal systems to process orders and ensure order accuracy as well.

The following are example screen shots of MyOrders.

![tw telecom logo]

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FINAL VERSION

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3.2. Order Processing, Tracking, and Trouble/Issue Resolution

DIR will place orders through their Remedy system by providing a complete order via email to their **tw telecom** Account Manager at DIRQuotes&Orders@twtelecom.com DIR will receive order tracking status messages via this Remedy email process flow. In

addition, DIR can view the status of in-progress and closed orders going back 12 months through **tw telecom**'s online web portal described above.

tw telecom has included a sample order template that we currently have in place with DIR in Appendix F - A for your reference. This order template will be customized during the on boarding process to meet any future needs of DIR or DIR's customers.

3.3. Price Quotes

DIR will request price quotes through their Remedy system via email. DIR price quote requests should be directed to: DIRQuotes&Orders@twtelecom.com

3.4. Required Data Elements for Orders

tw telecom requires the following data elements for a complete and accurate order:

All Orders:

- **Customer Name:**
- **Service Address:**
- **Building # (if applicable):**
- **Suite/Floor (if applicable):**
- **City/State/Zip:**
- **County:**
- **Type of Service Requested:**
- **Customer Requested Due Date:**
- **Customer Requested Time:**
- **Contact Information:**
  - *Main:*
  - **Phone:**
  - **Cell Phone:**
  - **Email:**
  - *Site Contact if Different from Main:*
  - **Phone:**
  - **Cell Phone:**
  - **Email:**
  - *Vendor Contact:*
  - **Phone:**
  - **Cell Phone:**
  - **Email:**
  - *Maintenance Contact:*
  - **Phone:**
  - **Cell Phone:**
  - **Email:**
  - *Backup Maintenance Contact:*
  - **Phone:**
  - **Cell Phone:**
  - **Email:**

Business Lines

- # of Lines/Terminals:
- Line Signaling:
- # of Hunt Groups
- Protocol:
- Billing Restrictions:
  - No Restrictions
  - Deny Billing to 3rd Party
  - Deny Collect Calls
  - Deny Both Billing to 3rd Party & Collect Calls
  - Block 8XX
  - Block Directory Assistance
  - Toll Restriction (01)
  - Toll Restriction (411)
  - Toll Restriction (Intra 1+0+)
  - Block 9XX
  - Block InterLata
  - Int'l Toll Restriction (011)
  - Toll Restriction (555)
  - Block 7XX
  - Block Casual Dial
  - Block IntraLATA
  - Toll Restriction (1+)
  - Toll Restriction (Inter 1+0+)

- Outbound CNAM:
- Caller Number Transmission (Outgoing):
- Call Privacy Indicator:
- Qty of Ported Numbers:
- Local Numbers to be Ported from:
- Qty of Existing Number:

PBX Trunk

- # of Circuits this Order:
- Customer PBX:
  - Manufacturer:
  - Model/Version:
- Main BTN:
- Signaling (Direction):
- Number of Digits Deleted:
- Number of Digits Sent to CPE:
- Specific Digits Prefixed:
- Line Coding/Framing:
- Who Yields to Glare?
- Pulsing Type:
- Hunt Type:
- Switch Supervision:
- E911 CPN Mgmt:
- E911Call Back #:
- TG Overflow:

- Billing Restrictions:
    - No Restrictions
    - Deny Billing to 3rd Party
    - Deny Collect Calls
    - Deny Both Billing to 3rd Party & Collect Calls
    - Block 8XX
    - Block Directory Assistance
    - Toll Restriction (01)
    - Toll Restriction (411)
    - Toll Restriction (Intra 1+0+)
    - Block 9XX
    - Block InterLata
    - Int'l Toll Restriction (011)
    - Toll Restriction (555)
    - Block 7XX
    - Block Casual Dial
    - Block IntraLATA
    - Toll Restriction (1+)
    - Toll Restriction (Inter 1+0+)

- Outbound CNAM:
- Caller Number Transmission (Outgoing):
- Call Privacy Indicator:
- Qty of Ported Numbers:
- Local Numbers to be Ported from Current Service Provider (LEC):
- Qty of Existing Number:
- Total Migration?
- Current LEC Main Billing Telephone Number:
- New LEC Main Billing Telephone No.:
    - (Required if porting current Main Billing Telephone Number & leaving some numbers with the LEC.)

- Total Qty of ITN's provided (includes Ported, New & Existing DID numbers):
- Qty of new TWTC Numbers provided:
- Qty of Existing TWTC Numbers:
- Qty of Ported Numbers:
- Number of Trunk Groups:
- Trunk Group Size

PRI

- # of PRI's this Order:
- Customer PBX:
    - Manufacturer:
    - Model/Version:
- Main BTN:
- Signaling (Direction):
- Number of Digits Deleted:
- # of Channels (B+D):
- Number of Digits Sent to CPE:
- Specific Digits Prefixed:
- Line Coding/Framing:

- PRI Interface Type:
- Who Yields to Glare?
- Switch (PRI) Protocol:
- Pulsing Type:
- Hunt Type:
- Switch Supervision:
- Calling Number Delivery (Incoming):
- Calling Name Delivery (Incoming):
- E911 CPN Mgmt:
- E911Call Back #:
- Two B Channel Transfer:
- TG Overflow:
- Billing Restrictions:
    - No Restrictions
    - Deny Billing to 3rd Party
    - Deny Collect Calls
    - Deny Both Billing to 3rd Party & Collect Calls
    - Block 8XX
    - Block Directory Assistance
    - Toll Restriction (01)
    - Toll Restriction (411)
    - Toll Restriction (Intra 1+0+)
    - Block 9XX
    - Block InterLata
    - Int'l Toll Restriction (011)
    - Toll Restriction (555)
    - Block 7XX
    - Block Casual Dial
    - Block IntraLATA
    - Toll Restriction (1+)
    - Toll Restriction (Inter 1+0+)

- Outbound CNAM:
- Caller Number Transmission (Outgoing):
- Call Privacy Indicator:
- Qty of Ported Numbers:
- Local Numbers to be Ported from Current Service Provider (LEC):
- Qty of Existing Number:
- Total Migration?
- Current LEC Main Billing Telephone Number:
- New LEC Main Billing Telephone No.:
    - (Required if porting current Main Billing Telephone Number & leaving some numbers with the LEC.)

- Total Qty of ITN's provided (includes Ported, New & Existing DID numbers):
- Qty of new TWTC Numbers provided:
- Qty of Existing TWTC Numbers:
- Qty of Ported Numbers:
- Number of Trunk Groups:
- Trunk Group Size

IP Telephone- Direct SIP

- # of Call Paths this Order:
- Customer Premise Equipment:
  - Manufacturer
  - Model/Version
  - Clock Source:
- Main BTN:
- Number of Digits Deleted:
- Number of Digits Sent to CPE:
- Specific Digits Prefixed:
- Who Yields to Glare?
- Pulsing Type:
- Hunt Type:
- Switch Supervision:
- Calling Number Delivery (Incoming):
- Calling Name Delivery (Incoming):
- E911 CPN Mgmt:
- E911Call Back #:
- TG Overflow:
- Billing Restrictions:
  - No Restrictions
  - Deny Billing to 3rd Party
  - Deny Collect Calls
  - Deny Both Billing to 3rd Party & Collect Calls
  - Block 8XX
  - Block Directory Assistance
  - Toll Restriction (01)
  - Toll Restriction (411)
  - Toll Restriction (Intra 1+0+)
  - Block 9XX
  - Block InterLata
  - Int'l Toll Restriction (011)
  - Toll Restriction (555)
  - Block 7XX
  - Block Casual Dial
  - Block IntraLATA
  - Toll Restriction (1+)
  - Toll Restriction (Inter 1+0+)

- Outbound CNAM:
- Caller Number Transmission (Outgoing):
- Call Privacy Indicator:
- Qty of Ported Numbers:
- Local Numbers to be Ported from Current Service Provider (LEC):
- Qty of Existing Number:
- Total Migration?
- Current LEC Main Billing Telephone Number:
- New LEC Main Billing Telephone No.:
  - (Required if porting current Main Billing Telephone Number & leaving some numbers with the LEC.)

- Total Qty of ITN's provided (includes Ported, New & Existing DID numbers):
- Qty of new TWTC Numbers provided:
- Qty of Existing TWTC Numbers:
- Qty of Ported Numbers:
- Number of Trunk Groups:
- Trunk Group Size

Inbound & Outbound LD

- LD to be added to what service?
    - Lines
    - PRI
    - Trunks
    - SIP
    - Dedicated?

- New or Existing service?
- 1+… Toll Free or both?
- # of Toll Free #'s to add
    - Port
    - New

- If adding to existing Local Voice who is LEC?
- Current estimated MOU (Minutes of Use):

Circuit Switched Digital

- This is the same as PRI above

Internet

- Internet Transport
    - Connection Type:
        - T1 (B8ZS/ESF) / DS3 (B3ZS/C-Bit) / OC3 / OC12 / OC48
        - Ethernet_10Mbps / Ethernet_100Mbps / Ethernet_1000Mbps / Ethernet_10Gbps
- Inside Wiring / Demarc Extension:
- Service Type: Type I (**tw telecom** on-net) / Type IA / Type II (/ Type II Ethernet / Type III
- Interface Type: Electrical / Optical
- T1 Internet Access
    - **tw telecom** standard bandwidth increments for T1 Internet Access are: 1.5M, 3M, 4.5M, 6M, 7.5M, 9M, 10.5M, 12M
- DS-3 Internet Access
    - **tw telecom** standard bandwidth increments for DS-3 Internet Access are: 2M, 4M, 6M, 8M, 10M, 15M, 20M, 25M, 30M, 35M, 40M, 45M
- OC-3 Internet Access
    - **tw telecom** standard bandwidth increments for OC-3 Internet Access are: 35M, 45M, 55M, 65M, 75M, 85M, 95M, 100M, 125M, 150M, 155M
- OC-12 Internet Access
    - **tw telecom** standard bandwidth increments for OC-12 Internet Access are: 125M, 150M, 175M, 200M, 225M, 250M, 300M, 350M, 400M, 450M, 500M, 550M, 600M, 622M
- OC-48 Internet Access
    - **tw telecom** standard bandwidth increments for OC-48 Internet Access are: 1G, 1.5G, 2G, 2.488G

- 10M Internet Access
    - o **tw telecom** standard bandwidth increments for 10M Internet Access are: 2M, 4M, 6M, 8M, 10M
- 100M Internet Access
    - o **tw telecom** standard bandwidth increments for 100M Internet Access are: 2M, 4M, 6M, 8M, 10M, 15M, 20M, 25M, 30M, 35M, 40M, 45M, 50M, 55M, 60M, 65M, 70M, 75M, 80M, 85M, 90M, 95M, 100M
- 1G Internet Access
    - o **tw telecom** standard bandwidth increments for 1G Internet Access are: 50M, 60M, 70M, 80M, 90M, 100M, 125M, 150M, 175M, 200M, 225M, 250M, 300M, 350M, 400M, 450M, 500M, 550M, 600M, 650M, 700M, 750M, 800M, 850M, 900M, 950M, 1,000M
- 10G Internet Access
    - o **tw telecom** standard bandwidth increments for 1G Internet Access are: 1G, 1.5G, 2G, 2.5G, 3G, 3.5G, 4G, 4.5G, 5G, 5.5G, 6G, 6.5G, 7G, 7.5G, 8G, 8.5G, 9G, 9.5G, 10G
- IP Mode: Routed or Bridged
- # of IP Addresses needed on service?:   (**tw telecom** provides a /30 subnet. 2 usable IP addresses for routed, 1 usable IP address for bridged solutions. For additional IP address space, an IP Address Request must be submitted through **tw telecom** Customer Portal - https://customerportal.twtelecom.com/)
- CPE Provided by:Customer or **tw telecom**
- CPE Type (Manufacturer & Model):
- CPE Duplex Setting: Full
- CPE Port Speed: 100 Mbps
- WAN IP Version: IPV4 Public, IPV4 Public + IPv6 Public

Metro Ethernet
- Internet Transport
    - o Connection Type:
        - ▪ T1 (B8ZS/ESF) / DS3 (B3ZS/C-Bit) / OC3 / OC12 / OC48
        - ▪ Ethernet_10Mbps / Ethernet_100Mbps / Ethernet_1000Mbps / Ethernet_10Gbps
- Inside Wiring / Demarc Extension:
- Service Type: Type I (**tw telecom** on-net) / Type IA / Type II (/ Type II Ethernet / Type III
- Interface Type: Electrical / Optical
- Network Status: On-Net, Off-Net
- Port Size: 10M, 100M, 1G, 10G
- Bandwidth Speed: 1.5M, 2M, 3M, 4M, 4.5M, 6M, 7.5M, 8M, 9M, 10M, 15M, 20M, 25M, 30M, 35M, 40M, 45M, 50M, 55M, 60M, 65M, 70M, 75M, 80M, 85M, 90M, 95M, 100M, 150M, 200M, 250M, 300M, 350M, 400M, 450M, 500M, 550M, 600M, 650M, 700M, 750M, 800M, 850M, 900M, 950M, 1G, 2G, 3G, 4G, 5G, 6G, 7G, 8G, 9G, 10G
- Bandwidth Type: Shared, Dedicated
- New / Existing Circuit: New, Existing
- Interface Type: Electrical, Optical Single Mode Fiber, Optical MultiMode Fiber
- Protected Network (Elite NLAN only): Protected/Unprotected

MPLS
- CoS: Basic, Premium, Premium Trust, Premium Mark
- Managed CPE: Adtran – Wall Mount, Adtran Rack 19", Adtran Rack 23" Cisco Wall Mount, Cisco Rack 19", Cisco 23", Customer Provided (None)
- LAN IP Block:
- Access Type: DS1, DS3, OC3, 10M, 100M, 1000M
- Bandwidth:
- On Net / Off Net: Onnet, Offnet

- Site Internet Access: Yes, No
- WAN Routing Protocol: BGP, Static
- Site managed router config info
  - WAN Interface
    - Port Speed:
    - Interface Type:
  - Customer LAN Circuit Information
    - Number of CPE LAN Ports
    - LAN Ethernet Port #1
  - CPE LAN Port Speed:
    - Interface Type:
    - VLAN Tagged Port:
  - Customer LAN IP Network:
    - Subnet Length and Subnet Mask:
    - CPE LAN IP Address:
  - LAN Ethernet Port #2
    - CPE LAN Port Speed:
    - Interface Type:
  - VLAN Tagged Port:
    - Number of SubInterfaces:
  - VLAN #1
    - Customer VLAN ID:
  - Customer LAN IP Network:
    - Subnet Length and Subnet Mask:
    - CPE LAN IP Address:
  - VLAN #2
    - Customer VLAN ID:
    - Customer LAN IP Network:
    - Subnet Length and Subnet Mask:
    - CPE LAN IP Address:

- Site Config COS
  - Site Name
  - Complete Service Address Location – City, ST ZIP
  - Service Activity (Add/Drop/Mod)
  - Service Package
  - Realtime
  - Interactive
  - Mission Critical
  - PriorityBest Effort
  - Speed in Mbps

Private Line
- A-LOC Address
- Z-LOC Address
- Circuit Speed – DS1, DS3, OC-3, OC-12, OC-48
- Signaling
- Local or Long Haul

SOHO
- Customer LAN
  - Customer LAN Circuit Information
  - Number of CPE LAN Ports:

- o Routing Information
  - o Routing from LAN Interface
  - o Add LAN Routing Information:
  - o DHCP Services Section
    - ▪ DHCP Services
- IPVPN Class of Service
  - o Class of Service Information
  - o Service Package
  - o Service Package: PremiumCoS Type:
- # of IP Addresses needed on service?:   (**tw telecom** provides a /30 subnet. 2 usable IP addresses for routed, 1 usable IP address for bridged solutions. For additional IP address space, an IP Address Request must be submitted through **tw telecom** Customer Portal - https://customerportal.twtelecom.com/)
- Lines/Terminals Section
  - o # of Lines/Terminals: TWTC Provided terminal equipment: IAD
  - o Line Signaling: LoopProtocol: GR303
  - o # of Hunt Groups: Signaling (Direction): Two-Way
  - o Line Termination:66 Block
  - o Lines Circuit Layout
  - o Qty of Ported Numbers: Qty of new TWTC Numbers provided: Qty of existing twtc Numbers:
  - o New TWTC Number range(s):
  - o Qty of Voice Mailboxes:
    Feature Package New / Ported / Existing Service Type Signaling Line Sequence Line Numbers Hunt Group Type Hunt Group Number "Notes & Feature

The following is additional information in regards to the order process and order quality:

tw telecom has specific quality control processes in place for each of our product offerings to ensure accuracy throughout the ordering and implementation phases. A detailed Order Checklist is scrupulously followed for all new orders. A sampling of this checklist is listed below.

The Customer Project Coordinator (CPC) will validate that all required documents are submitted with order packages, which, at a minimum, must contain:

- Signed contract
- Network design (as created by the assigned Network Engineer)
- Any off-net quotes
- Ensure order package pricing matches contracted pricing

Once complete order package received, CPC will, at a minimum:

- Run credit check
- Confirm CLLI codes
- Submit order package

Once submitted, the CPC will, at a minimum:

- Complete a Welcome Kick-Off call to ensure contracted pricing, products and initial negotiated dates are accurate and within designated installation intervals.

- Conduct a Firm Order Commitment call to communicate the expected installation date for services and schedule the customer for turn up with the Network Operations Center technicians.

- Conduct Customer Interview during a Due Date Confirmation phone call to ensure facilities are prepared for installation

- Schedule city operations resources and notify customer of dates

- Complete a Quality Control Call after the services have been delivered to ensure proper installation, timeliness and assurance of expectations being met

For services billed directly to DIR, the CPC will coordinate all of the above activities through DIR.

3.5.   Order Cancellation and Modification Policies and Fees

1. Cancellation. DIR may cancel a Service Order(s) if the request is received in writing by **tw telecom** prior to the planned installation date, and **tw telecom** shall have the right to assess a Cancellation Charge (a Service Order can only be cancelled one time; the execution of a new Service Order restarts the cancellation process). If the request to cancel is received after installation has begun, Customer must pay full termination liability as set forth in the mutually negotiated contract.

2. Modification. DIR may request in writing the modification of any Service Order(s). Such request shall result in a Modification Charge. If **tw telecom** receives a written modification request for delay of installation less than 3 days prior to the planned installation date, DIR must pay, in addition to the Modification Charge, the monthly recurring charge ("MRC") applicable to the delayed Service for the shorter of one billing month or the period from the original due date to the requested installation date.

3. Expedite. DIR may request an expedited installation date. The turnaround time for tw telecom acceptance of an expedite is 48 hours. If **tw telecom** accepts the expedited installation date, DIR must pay an Expedite Charge. Some factors for denial of an expedite request include a date that is too soon for tw telecom to deliver, a day or time of the month where tw telecom's current order volumes are high and we cannot support an additional request, or other factors which would prevent tw telecom from being able to accommodate and expedite request. Please note that we will make every effort to accommodate expedite requests from DIR in a timely manner.

4. Third Party Charges. In addition to the charges set forth in (a), (b) and (c) above, **tw telecom** may bill OIT for any third party charges it incurs in order to complete OIT's request to cancel, modify, or expedite the Service Order(s).

3.6.   Cancel Charges and Guidelines

Policy Criteria	On-Net	Off-Net
Products Included	All Voice, Data, Internet, and Transport products	All Voice, Data, Internet, and Transport products

Policy Criteria	On-Net	Off-Net
Standard Cancel Charges (NRC)	$100 per circuit $25 for change orders	$100 + Off-net Fee Off-Net Fee: DS1 Circuit Pre FOC: $110 DS1 Circuit Post-FOC: $1030 DS3 and above Circuit Pre-FOC: $160 DS3 and above Circuit Post-FOC: $1500 $25 for change orders

'

3.7. Expedite Charges and Guidelines

Policy Criteria	Per DS1 or Below	Per DS3 or Ethernet *
Products Included	All Voice, Data, Internet, and Transport products	All Voice, Data, Internet, and Transport products
Standard Expedite Charges (NRC)	$500 per on-net circuit $1000 per off-net circuit	$1250 per on-net circuit $2500 per off-net circuit
MACD Expedite Charges (NRC)	$100 per on-net order $250 if expedite requires an off-net facility change	
Managed Router Expedite	$485 charge per Managed Router for IPVPN, Internet (DIA/EIS) and Converged Services. Expedite review team will provide final interval, but the rule is a minimum 10 day interval.	

tw telecom will provide DIR with an additional expedite option of 'best effort" at no cost. DIR understands that this does not guarantee the installation of services on the requested date.

3.8. Start and Stop Service Billing Dates

tw telecom will notify DIR or DIR's customer when the service has been successfully installed and is available for use ("Service Date"). Unless DIR or DIR's customer notifies **tw telecom** by the close of business on the Service Date that the Service is not operational, the Service Term will commence. If

DIR or DIR's customer so notifies **tw telecom**, the Service Date will occur and the Service Term will commence when the Service is operational. The Service Date will not be delayed or postponed due to problems with DIR's equipment or DIR's lack of readiness to accept or use Service.

Upon expiration of a Service Term for a particular Service, the Service Term will automatically renew for successive one year terms unless terminated by either DIR or **tw telecom** upon written notice at least thirty days prior to expiration of the then existing Service Term. When the Term of the Agreement expires, existing Services continue in effect for the remainder of their respective Service Terms and will continue to be governed by the existing Agreement.

Portability - Early term fees: "fees will be waived provided that the MRCs associated with the applicable higher bandwidth or newer technology service multiplied by the number of months in the committed term are equal to or higher than the MRCs associated with the existing services multiplied by the number of months remaining in the term as of the date of the move (provided the existing svcs are on-net), If off-net, customer will reimburse vendor for any amounts payable to 3rd party..."