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| Hibernia Atlantic NOC Customer Contact and Escalation Procedure | | |  | |
| Document Number: NOP-07-02 | | | | |
| Revision J | Issue Date January 4 th 2008 | Document Owner D. Bullock | Network Operations  | Quality  |

1. Purpose

- 1.1. To outline the communication process for all Customers of the Hibernia Atlantic network. Allowing the Hibernia Atlantic NOC visibility of planned and emergency network and maintenance activities.
- 1.2. To minimize service outage to our customers and to ensure the overall network integrity.

2. Scope

- 2.1. This procedure shall be supplied to all Hibernia Atlantic customers.

3. Associated Documents

- 3.1. None

4. Communication Procedure

- 4.1. The Hibernia Atlantic NOC is the single point of contact for all network activities requiring Hibernia Atlantic equipment changes and personnel call outs.
- 4.2. It is advisable that Hibernia Atlantic customers provide notification and information as outlined in Table 1 of planned network changes and maintenance activities that impact or have the potential to impact the operation of the network.
- 4.3. This notification process applies to service affecting and non-service affecting change and maintenance activities.
- 4.4. There are three types of changes that will be managed through this process
 - 4.4.1. Service Affecting
 - 4.4.2. Non-Service Affecting
 - 4.4.3. Emergency
- 4.5. **Service Affecting** changes are schedule maintenance events that will cause a service interruption to the customer.
- 4.6. **Non-Service Affecting** changes are schedule maintenance events that will not cause a service interruption to the customer.
- 4.7. **Emergency** changes are conditions that have caused or could cause service degradation or outage and require immediate action to rectify.
- 4.8. The Hibernia Atlantic NOC shall review and distribute all network service and outage notifications with effected Hibernia Atlantic personnel.

4.9. Escalation Process

- 4.9.1. The escalation process exists to ensure that all available resources are being or have been utilized to resolve customer network issues.
- 4.9.2. If the fault is not corrected within the initial 2 hour window the Hibernia Atlantic NOC Manager, shall be notified.
- 4.9.3. If the fault is not corrected after another 2 hours the Hibernia Atlantic Global Network Operations Manager shall be notified for further escalation.
- 4.9.4. If the fault is not corrected after another 2 hours the Hibernia Atlantic VP of Network Operations shall be notified for further escalation. The Senior Director of Network Services is responsible for escalating any issued to the Hibernia Atlantic CEO.

5. Records

- 5.1. All Customer notifications of planned and emergency network and maintenance activities shall be stored at the Hibernia Atlantic NOC for a minimum period of seven years.

| Table -1 | | | |
|--|----------------------|-------------------|--------------------------|
| Hibernia Atlantic NOC Contact Information | | | |
| Toll Free: | + 1 888 774 8080 | Direct Telephone: | + 353 (0) 1 867 3600 |
| Fax: | + 353 (0) 1 867 3601 | Email: | noc@hiberniaatlantic.com |
| Escalation Contacts | | | |

| Title | Contact | Office Telephone |
|---------------------------------------|----------------|-------------------------|
| Network Operations Manager | Ciaran Delaney | + 353 1 867 3675 |
| Senior Director of Network Operations | David Smith | + 44 1704 501016 |
| VP of Network Operations | Derek Bullock | + 353 1 867 3635 |

**Typical Maintenance Window Hours for Hibernia Atlantic Sites
(Unless otherwise directed by the Customer's MSA)**

1100Hrs (PM) to 0700Hrs (AM) Local time as specified in MSA.
And certain weekends as required

Recommended Notification Timetable

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|-----------------------|--|
| Service Affecting | Seven (7) business days prior to planned service interruption. |
| Non-Service Affecting | Five (5) business days prior to works. |
| Emergency | Earliest possible telephone notification |

Minimum Information Requested

- Date, Time and Duration of planned maintenance or change activity
- Location of planned maintenance or change activity
- Affected fibers/circuits and specific circuit identifiers
- Contact Information, NOC or other

Contact Requirements for Service Affecting Activities

Contact the Hibernia Atlantic NOC prior to starting planned maintenance or change activity

Contact the Hibernia Atlantic NOC upon completion of planned maintenance or change activity