

## Service Delivery and Trouble Management

### Service Commitment

As a Glowpoint customer, you will receive full 24/7 access to our service delivery and trouble resolution teams to ensure that your service is delivered on time, with the highest priority to solving any issues that may arise. Our team will actively process your order, monitor and coordinate all maintenance and repair functions on your services and video conferencing equipment. This team will ensure that your services perform as expected in compliance with their technical specifications.

#### Glowpoint will make every effort to:

- Provide a service delivery timeline that meets your schedule
- Acknowledge problem notifications within one business day
- Provide a substantive response, via email, within five business days.
- Provides regularly customer updates and prompt solutions
- Ensure customer satisfaction

### Service Delivery Process

When you place an order with Glowpoint for services, you are immediately assigned a Service Delivery (SD) manager, who will make sure that the service installation is coordinated according to your schedule and that you are kept updated at each step in the process. As part of coordinating and managing your installation, your SD manager will also make sure that the delivery process meets the install intervals that we guarantee:

#### Install Intervals

TEN Overlay Connect	TEN Internet Connect
30 Business Days	2 Business Days

### Service Installation, Testing and Acceptance

As part of our commitment to excellence, we have implemented an installation and testing process that is designed to ensure you are fully informed of all install details, and that the service meets your expectations.

Upon receiving a service order, an SD manager will be assigned and will contact your organization's designated representative to review the installation process. Once the service has been installed, the SD manager will arrange for a testing period, upon which your designated representative will be asked to work with Glowpoint to test and accept the service.

Following the test, and upon your acceptance, your service will be considered installed and will be considered billable at that time.

If you have any questions about the installation process, please contact our Service Delivery department at 1-866-Glowpoint, Option 9.

### Service Order Escalation

In the event you feel the need to raise any issues relating to service delivery, product availability, ordering, and order provisioning and after it has been brought to the attention of a customer care representative to resolve the issue – feel free to contact the Service Delivery manager, or others, listed in the Emergency Contact list below.

## Trouble Reporting Process

We are available to you, 24/7, every day of the year. If you should experience problems with service, please call Glowpoint's Network Operations Center (NOC) at 866-Glowpoint (866-456-9764) and choose option 5, or dial 312-235-3888 (international) and choose option 5 to open a trouble ticket. A Glowpoint NOC representative will issue a trouble ticket tracking number. This ticket number can then be used when communicating with any representative relating to this issue.



Please have the following information readily available when contacting Glowpoint about a service issue:

- Name, Telephone Number, Pager or Cell Phone Number Glowpoint tracking Number
- Nature of Problem(s)
- Time of Occurrence

The following response-and-repair intervals will begin:

Acknowledge & Respond To Alarms	Isolation of Trouble	Technician Dispatch	Trouble Resolution
15 Minutes	4 Hours	24 Hours	72 Hours

A NOC representative will regularly update you regarding the status of your trouble tickets via email.

## Emergency Contacts

Please feel free to contact Glowpoint management if necessary:

Level	Title	Name	Email Address	Office #
1st	NOC	NOC Technician	noc@glowpoint.com	312-235-3888 option 5
2nd	Manager, Network Operations and Technical Support	Randy Correa	rcorrea@glowpoint.com	312-235-3888 x2142
3rd	Director, Service Operations	Brian Stamm	bstamm@glowpoint.com	312-235-3888 x2008
4th	VP Operations	Thomas Schroeder	tschroeder@glowpoint.com	312-235-3888 x2107