SERVICE ESCALATION POLICY

SECTION 1

BLUE OCEAN TECHNOLOGIES' CUSTOMER SERVICE

Statement of Purpose

Blue Ocean Technologies' Customer Service (hereinafter "Customer Service") provides focused trouble management by serving as the customer's advocate and taking ownership of the repair process. It is our goal for our employees to meet and to exceed our customer's expectations through proactive communication, restoration and confirmation of repair.

Customer Service Responsibilities

- Answer Inbound Calls
- Receive & Track Troubles
- Resolve Impairments
- Provide Status
- Escalate issues
- Identify Chronic Trouble
- Manage Events

Blue Ocean Technologies does not supply circuits for Internet connectivity. If a problem results due to an outage through your Internet broadband service, T1 Internet service, fiber optic or other service, please contact your Internet Service Provider (ISP) for assistance. Blue Ocean Technologies does offer assistance for equipment provided through our Hosted BluCom/BlueWave service. We will offer advice and troubleshooting resolution for firewalls, switches and other network devices used by our customers; however, Blue Ocean Technologies offers no expressed or implied warranties for modems, switches, firewalls, wireless access points or telephones provided by a third party.

SECTION 2

INCIDENT RESOLUTION PROCESS

Incident Reporting

The following steps outline the procedure for opening and resolving network service problems:

- Customer contacts Blue Ocean Technologies
    - By phone: 205-776-6911
    - By email: yourbluewave@blueotech.net
    - Through the website Help Desk: yourbluewave.bluotech.net
- Customer provides specific trouble information to Customer Service. The type of service will determine the information the customer needs to provide. The customer should be prepared to provide the following information:

Customer Service will assign a trouble report number (ticket number). Use of this number will facilitate communication about the trouble status or for any additional information relevant to trouble resolution.

Customer Service will keep the customer apprised of the status of the problem and will notify the customer as soon as the trouble is resolved.

Incident Tracking and Resolution
Customer Service will assign a severity level to the incident based on the information derived from the customer when the ticket is created. The ticket severity ensures efficient, prompt trouble resolution. Below are the guidelines for assigning severity as well as the associated guidelines for status and escalation.

Severity Guidelines

Severity 1: Out of service condition. Examples for dedicated services include any telephone circuit out of service.
Severity 2: Quality/connectivity condition that can be duplicated. Examples include slow response, continuous errors or garble, impaired voice, voice instability, busies, static or echo. Severity 2 represents limited impact on ability to conduct normal business.
Severity 3: Reason for outage (RFO) or single attempts that cannot be duplicated. Examples include intermittent errors, garbled call clearing, line/circuit failure, busies, static or echo.

Severity 4: Informational or non-service affecting conditions. Examples include service inquiries, notifications of customer initiated testing or Caller ID changes.

Status Guidelines

Severity 1: Initial status reported to customer within 1 hour of ticket entry and with multiple updates thereafter until resolution.
Severity 2: Initial status reported to customer within 2 hour of ticket entry and with multiple updates thereafter until resolution.
Severity 3: Status will be provided to customer periodically, as necessary.
Severity 4: Status will be provided to customer a minimum of once a day or as necessary. The status given on these tickets can vary greatly depending on the customer's needs.

Escalation Guidelines

Escalation opportunities are evaluated on a scheduled basis according to the severity of the incident. The following guidelines are used to determine if escalation is appropriate at the scheduled opportunity.

Reasons for Escalating

1. Cause of impairment is not known.
2. Carrier is not escalating with external agencies (i.e., local telephone company) at acceptable intervals.
3. Unacceptable progress is being made toward fix action. Resolution objectives are in jeopardy.
4. Lack of adequate status and/or repair updates from Blue Ocean Technologies documented in the incident reporting system.
5. Indecision between venders as to who is responsible for repair.
6. Customer requests escalation.

Reasons for Not Escalating

1. No access to customer when necessary for further troubleshooting and/or resolution. If condition is out of service and it is extending into customer's normal business hours, Customer Service will coordinate a plan of action and will advise the customer, before they are non-accessible, of this plan.
2. A resolution is pending and the timeframe is acceptable to the customer or the timeframe is the best possible.

3. Trouble has been referred to an external carrier without consulting Customer Service.
4. Lack of adequate status and/or repair updates from carriers (i.e., local telephone company, Internet Service Provider, etc…) and acceptable progress is being made toward repair. Internal Customer Service escalations may continue as necessary.

Severity 4:
Status: Status reported at least once a day until resolution
Ticket Duration Escalation Level Notification Contacts

Note: All carrier escalations are escalated at concurrent match levels within the Customer Service. Customer Service will prioritize and work tickets based on their severity.

Incident Ticket Closure

Once an incident has been resolved, Customer Service will contact the customer to confirm resolution in order to close the trouble ticket. In the event that Customer Service does not receive a response from the customer to the request to close the trouble ticket for a period of 48 hours, the trouble ticket will be automatically closed.

Customer Service Management and Escalation Contacts

Incident Reporting Telephone: 205-776-6911

Escalation Contacts – Level 1 – 3

First Level:
24/7/365 Customer Service Representatives 205-776-6911

Second Level:
Monday – Friday, 8a.m.-5p.m.:
After-Hours Monday – Sunday: 205-776-6911

Third Level:
After-Hours Support 205-776-6911 (Select the after-hours contact in the auto attendant announcement.