

Customer Care's Disaster Plan

In case of a disaster in the Oak Brook office where the Customer Care Team is unable to operate due to no access into the building, weather related, etc., the PBX should be redirected immediately to the NOCC. 630-242-2020 (Customer Care Line) should be redirected immediately to the NOCC's main number, 214-764-5800 and the Customer Care fax line 630-242-2070 should also be redirected to the NOCC's fax line at 214-764-5801.

The NOCC will handle any customer issues to the best of their ability until someone from Provisioning arrives at the NOCC. Provisioning will assist customers from the NOCC until Customer Care is back online.

To Redirect Lines to NOCC

Contact Russell Zimny at 630-242-2117 during working hours of 8:00 a.m. – 5:00 p.m., (CST). IT's after hour emergency number is 630-242-2407.

The NOCC (Brian Moorehead) will assign staff to assist customers until the Provisioning Team arrives at the NOCC. The Provisioning Team will assist customers from the NOCC until Customer Care is back online.

****The following people should be notified in the following order****

Brian Stanton

Manager, Customer Care
Home: 847-818-8640
Office: 630-242-2040
Cellular: 630-747-7295

Rick Martin

Director, Provisioning & Customer Care
Home: 972-527-3984
Office: 972-759-9114
Cellular: 214-673-3984
Pager: 877-981-7802

Bryan Moorehead

Senior Manager NOCC
Home:
Office: 214-764-5805
Cellular: 214-868-9245
Pager: 877-405-2228

Deb Shute

Senior Manager Provisioning
Home:
Office: 972-759-9161
Cellular 214-223-2974
Pager: 877-981-6301

Customer Care's Disaster Plan

IT (during working hours)

Russell Zimny
630-242-2117

Michael Meeks
972-759-9138

Russell Zimny will contact our 800# provider to have the Customer Care lines redirected to the NOCC.

IT's After Hour Emergency Number

Call 630-242-2407 this will page the IT person on call. IT will open a trouble ticket and contact our 800# provider to have the lines redirected to the NOCC.

Customer Care Specialists

Belynda Head
Home: 630-369-2124
Office: 630-242-2321
Pager: 877-619-1757

Nancy Meade
Home: 630-783-8244
Office: 630-242-2322
Pager: 877-499-8923

Can't Get Into The Oak Brook Building, However Addison Is Up

From your cellular phone Contact Brian Stanton, Rick Martin and notify them of the situation.

Contact IT's emergency number. This will page them. Notify IT of the situation and request that the Customer Care line 630-242-2020 be forwarded to the NOCC ASAP. Be sure IT person confirms that lines have been forwarded. Customer Care should keep everyone informed with any new status updates from IT.

Contact the NOCC and or Bryan Moorehead to warn them of the situation and to give them heads up that all calls will be transferred to the NOCC ASAP.

Contact Provisioning or Deb Shute to notify them of the situation. Deb Shute will assign someone from her team to go to the NOCC to assist them with any Customer Care issues until Customer Care is back up and running.

Contact everyone from the Customer Care department that are not in the office. If the Customer Care Specialist with the department laptop is not in the office, request that that person try and dial into the company's LAN from home. If they are able to connect from home, this person should send an e-mail to the NOCC, Provisioning and IT to let them know that we are reachable via-email. Rick Martin, Deb Shute, Brian Stanton, and Bryan Moorehead should all be copied on the e-mail.

Customer Care's Disaster Plan

Customer Care Team should assist from home with returning any customer calls.

All customer calls should be returned the same business day.

Can Get Into Building, System & Lines Down In Oak Brook, Addison Is Up

From your cellular phone, contact Brian Stanton and Rick Martin to notify him of the situation.

Locate Russell Zimny for status of outage. If Russell is unavailable call the IT emergency number 630-242-2407. This will page them immediately. Inquire as to whether the Customer Care lines can be redirected to the NOCC.

If lines can be forwarded to the NOCC, contact the NOCC and or Bryan Moorehead to warn them of the situation and to give them heads up that all calls may be transferred to the NOCC ASAP.

Contact Provisioning or Deb Shute to notify them of the situation. Deb Shute will assign someone from her team to go to the NOCC to assist with any Customer Care issues until Customer Care is back up and running.

Customer Care should request that IT give a status update every hour. Customer Care will be responsible for keeping everyone informed.

All customer calls should be returned with an update on the same business day.

Can Get Into Building, Phone Lines Working, System Down in Oak Brook, Addison Up

Contact IT for status of down time. Notify Brian Stanton, Rick Martin, Deb Shute, Bryan Moorehead of the situation.

When receiving calls from customers, let the customer know that we are having system problems. If the call requires Cygent access call the Provisioning department to assist you. Offer to call the customer back, however if the customer would prefer to hold while connecting to Dallas, please allow them to do so. Provisioning will track all calls and update Cygent notes.

All customer calls should be returned on the same business day of the call.

Can Get Into Building System Working, Lines Down in Oak Brook/Addison Is Up

An e-mail should be sent to Rick Martin, Deb Shute and Brian immediately to warn them of the situation.

Locate Russell Zimny for status of outage. If Russell is unavailable call the IT emergency number 630-242-2407. This will page them immediately. Even though lines are down inquire as to whether the Customer Care lines could be redirected to the NOCC.

Customer Care's Disaster Plan

If lines can be forwarded to the NOCC, e-mail or call the NOCC and or Bryan Moorehead from a cell phone to warn them of the situation and to give them heads up that all calls may be transferred to the NOCC ASAP.

E-mail or call Provisioning or Deb Shute from a cellular phone to notify them of the situation. Deb Shute will assign someone from her team to go to the NOCC to assist with any Customer Care issues until Customer Care is back up and running.

Customer Care should request that IT give a status update every hour. Customer Care will be responsible in keeping everyone informed.

All customer calls should be returned the same business day.