

Third Level

Sr. Manager NSC Service, Sue Coltman = (H) 703-779-1348; (M) 703-400-3184

2. The company's current plans for emergency operation including current plans for recovery of service to governmental disaster recovery response agencies in the state of Washington
 - a. A Remedy Master Trouble Ticket will be opened to track status.
 - b. NSC Management and /or a Designate will be assigned to man the Maintenance Bridge 24 X 7 until resolution.
 - c. Primus contacts will be notified of the Maintenance Bridge and Master Ticket via email or phone.
 - d. High Revenue and High Risk Customers will be proactively contacted at the start of and at resolution of the failure, defined as; Platinum 5K & above, Customers with recent high ticket volumes (5 or more in 48 hours) and Customers with escalations to 4th level within 48 hours.
 - e. Vendors and / or Partners will be contacted and provided with the Maintenance Bridge and Master Ticket.
 - f. Hourly Updates will be provided via Email, through Flash Notifications from Remedy.
 - g. Hourly Updates will be provided on the Maintenance Bridge and upon request from bridge participants.
 - h. Regular Updates to the Solutions On-Line website will be made to notify Agents of the outage, including the expected customer impact and expected duration.
 - i. Final Email Flash will be sent upon Resolution.
 - j. The Maintenance Bridge will remain open for one hour after Final Flash notification is sent.

If I can provide you with any further information, please do not hesitate to call me at (703) 394-4503.

Best regards,



Kathleen Kerr Lawrence
Assistant General Counsel