

1. Trouble Ticket Procedure for Service Outage.

- 1.1 ABT will maintain a point-of-contact for Customer to report a Service Outage to ABT twenty-four (24) hours a day, seven (7) days a week, including U.S. National holidays.
- 1.2 When Customer believes that a Service Outage has occurred, Customer may contact ABT at (706) 754-5323 during business hours Monday – Friday from 8:00am until 5:00pm, after which Customer shall contact ABT at (706) 994-0245 to identify the Service degradation and initiate an investigation of the cause of the Service Outage (“Trouble Ticket”). Once the Trouble Ticket has been opened, the appropriate ABT departments will initiate diagnostic testing and isolation activities to determine the source and severity of the degradation in Service. If there is a Service Outage, ABT and Customer will cooperate to restore Service. If the cause of a Service Outage is a failure of ABT’s Equipment or facilities or the Equipment or facilities of ABT’s agent, ABT will be responsible for the repair.
- 1.3 A Service Outage ends when the affected line and/or associated equipment is fully operative, in material conformance with the specifications. If Customer reports a problem with a Service but declines to allow ABT access for testing and repair, the Service will be considered to be impaired, but will not be deemed a Service Outage.
- 1.4 ABT will be responsible for performing surveillance on its major systems.

2. Maintenance & Repair.

- 2.1 Monitoring, Maintenance and Repair. ABT shall perform all monitoring and coordinating of all testing, maintenance, and repair functions on the Services within the Network twenty-four (24) hours per day, seven days (7) per week with the objective of causing the Services to perform in compliance with the Technical Specifications. Upon receiving a trouble call or system alarm, ABT shall promptly commence coordinating efforts to effect appropriate repairs and restore service. ABT shall respond within four (4) hours from such trouble call or system alarm.
- 2.2 Scheduled System Maintenance.

- 2.2.1. Scheduled system maintenance or service functions performed by ABT on its Network which will or could affect Service provided by Customer to end users will be coordinated and scheduled through Customer in accordance with the notice period in Section 9.2.2.

ABT will endeavor to provide seventy-two (72) hours’ notice for non-service affecting jeopardy windows. ABT will endeavor to provide two (2) weeks’ notice for maintenance which require system down time. Maintenance requiring down time will normally be performed outside of regular business hours, during the "Maintenance Window" of 12:00 midnight and 6:00 a.m. local time. Maintenance that may place the system in jeopardy or require system down time will be notified to Customer, via telephone or e-mail, no less than seventy-two (72) hours’ notice prior to commencement. Notwithstanding the foregoing, the Customer understands and agrees that any time ABT may perform emergency maintenance, in its reasonable discretion and with commercially reasonable prior notice to Customer, to preserve the overall integrity of its Network. A Service Outage outside of regular business hours

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resulting from scheduled system maintenance shall not result in a credit under Section 8, provided that it is completed within the agreed upon time frame and does not initiate an unplanned event.