



Re: COMMDEC 2008 24 Hour Support Escalation Procedures
Updated: 12/12/2007 -- To verify that this is the most current Escalation Procedure,
please check WWW.COMMDEC.COM/SUPPORT

Under the terms of our Maintenance Contracts we will provide the following Escalation Procedure and publish it on our Website. Additionally, a copy will be provided with each Maintenance Contract.

COMMDEC Full Service Maintenance Clients are provided with:

1. COMMDEC will provide 24 hours a day, 7 days a week, 365 days a year. Live voice support is provided during office hours (8:30 AM – 5:30 PM CST M-F) and after hours on a call back basis through its support department. Clients requiring support will call the published number for all support issues. That number is (817) 473-7769 x300. Administrative and non-support issues should be handled by calling the offices directly during standard business hours.
2. COMMDEC will respond within 30 minutes via call back for evening and weekend support requests.
3. The following Standard Escalation Procedure is subject to update by COMMDEC as required. The procedure is to be used for support calls only. Non-support procedural and administrative issues should be addressed to the main business number during normal business hours.
4. Call COMMDEC at (817) 473-7769 x300 (or option #1 from the automated attendant). This is an automated support system and must be called for the first occurrence of any support problem so that your support problem is entered and then tracked in our computer system.
 - Leave a message indicating the name of the person calling, main hotel number and a contact number and extension to which they can be reached. Please also leave the Site/Property Code (CTYHOCN) and Product Code (provided at the time of installation, affixed to a sticker on the front of the system and available from site management). **Calls will only be returned to the main hotel phone number due to tracking and fraud avoidance purposes.**
 - If no response within 30 minutes repeat Item #1.

ESCALATION PROCEDURE

- A) If item #1 has been repeated and you still have not received a return call, please contact the Support Department Manager of COMMDEC. If during office hours call the Support Department Manager directly at (817) 473-7769 x304. If outside of normal office hours, weekend or holidays please leave a message of Escalation on this extension. This will page the Support Department Manager immediately.
- B) If the COMMDEC representative is not actively traveling, he/she will return your call. FAA regulations prohibit us from having these devices activated while we are on commercial aircraft. Circumstances may dictate other reasons that we will not be able to return your call immediately. If this is the case please proceed to the final step of our escalation procedure.
- C) If you do not receive a response within one hour of initiating step A, call the Director of Operations at (817) 473-7769 x305 please leave a message of Escalation on this extension. This will page the Director of Operations immediately.