7.4 PhotoBiz Internet/Phone Outage Escalation Procedure

Procedure Purpose and Scope

The purpose of this procedure is to define a clear process and hierarchy for how to respond to phone and network outages and who is responsible for communication, fail-over, and recovery.

Roles and Responsibilities

The IT Department will be largely responsible for following this procedure with Patrick Blair being the backup contact to handle any of the issues with our telco provider.

Operational Procedures

Internet outages are handled automatically via the firewall without any human intervention, however the fail-over should be communicated to the Company so bandwidth can be conserved as needed until our primary Internet interface is restored.

Phone outages involve some manual intervention depending on the length of the outage.

The procedure for both is outlined below:

1. Verify Internet Fail-Over (if applicable)
   a. On-site IT Admin will login to our firewall to the issue as being local (a firewall fail-over) or remote (a failure of an Internet interface) and verify successful failover to backup firewall or interface.
   b. If the on-site IT Admins are absent, these duties will fall to any remote IT personnel.
   c. If the remote IT personnel is unable to troubleshoot the issue, an on-site admin will be contacted and asked to return to the office. Failing this, an on-site employee will be asked to help assist the remote IT administrator as best as possible without breaching security.
2. Verify Phone System Impact
   a. On-site IT Admin will determine the impact to the phone system, such as if any 800 numbers are affected, as well as outbound calling via various circuits (PRI, T1, Skype). In absence of the on-site IT admin, Patrick Blair will serve as a backup.
3. Patrick will inform Important Parties via TXT Message (NEED TO PUT IN NUMBERS) of the outage and scope. If Patrick is unavailable, the IT Admin will handle alerting as soon as there is available time to do so. The primary goal of the

IT Admin will be to validate proper fail-over first and communicate once Internet business operations can continue.

   a. Lauren
   b. Julio
   c. Support Managers
   d. Development Managers

4. IT Admin will send out a company e-mail with the details of the outage and what is affected, as well as the interim Internet and phone usage policy. This would include, if application, bandwidth mitigation (asking employees not to use rich medium services or the Internet for non-Company use) as well as who should be calling out from our phone system and on which outbound extensions. The extent of the policy would depend on the scope of the outage.

5. The IT Admin handling the outage will call the teleco provider to report the issue and, if necessary, re-point the 800 number. If the admin is not available, Patrick Blair will make the call.

   a. To fill a service issue, call North State Technical Support at 336-886-3900
      i. If no help is provided, call Was Carper at 336-819-7057 (Wes.Carper@nscom.com)
      ii. Validate the account using the local main number, 336-272-7741
   b. To change the 800 number, call
      i. North State Contact: 336-886-3900, Option 2
      ii. Tell them that we need translations to change the routing on our PRI to our backup T1
      iii. If no help is provided, call Wes Carper at 336-819-7057 (Wes.Carper@nscom.com)

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