**Attachment H**

PROBLEM ESCALATION PLAN (PEP)

BSS programming service is typically available 100% of the time; however, some disruption of your Buford Satellite Systems, LP (BSS) cable/satellite television service maybe caused by the following:

* Weather related issues such as snow on the satellite dishes or ‘rain fade’ signal interruption on smaller dishes.
* Mechanical failures of programming receive equipment.
* Extreme temperature in the equipment room where BSS equipment is located – e.g. room temperature exceeds 75° F.
* Tampering of BSS equipment (inadvertently or intentionally) – e.g. mowers hitting dishes(es), roofing crew working on-site, etc.
* Failure of Facility-owned distribution system (this is not a BSS covered failure however we will work with facility to help restore service.).

Many of these issues can be resolved over the phone with simple troubleshooting or with installation of plug-and-play equipment provided by BSS and installed by Facility staff. Equipment is typically available from our warehouse for same-day shipping or can be ordered and vendor shipped within 24-hours.

# Process for Establishing the existence of a problem:

The staff at each facility (Facility) will first need to verify the issue in the following manner:

* + Tune television/monitor in Head-end (HE) to channel reported as problem and visually confirm issue.

Once issue has been viewed and verified, Facility Staff should report the issue to Buford Satellite Systems, LP (BSS) personnel by calling the following tollfree helpline or by E- mailing the following BSS staff members as outlined below.

**First Tier to call or email with channel issue or outage**: TOLL FREE NUMBER: **(866) 480-1844**

Genelle Roselli, Operations [Manager](mailto:bob@bufordmedia.com) [genelle@bufordmedia.com](mailto:genelle@bufordmedia.com) Greg Berthaut, Engineer [greg@bufordmedia.com](mailto:greg@bufordmedia.com)

Sandy Barnett, General Manager [sandy@bufordmedia.com](mailto:sandy@bufordmedia.com)

# Names, title, and contact information for progressively higher levels of personnel in the Contractor’s organization who would become involved in resolving a problem:

Genelle Roselli, Operations Manager – first line of response.

Greg Berthaut, Engineer – first line of response.

Sandy Barnett, General Manager – secondary line of response.

# Once an issue has been reported to BSS Personnel:

* BSS technical staff will troubleshoot with Facility designated personnel while they are in front of the BSS equipment.
* If the issue is not resolved over the phone and determined to be BSS equipment failure, BSS will ship the appropriate equipment needed from the BSS warehouse or appropriate equipment vendor and advise staff if a technician will also be dispatched or if facility staff will need to do a simple wire-for-wire equipment swap.
* Technicians dispatched by BSS will arrive within 24-48 hours as approved for entrance by facility.
* Severe weather or national emergencies might prevent or delay travel, unexpected illness such as the recent COVID-19 outbreak, or other unforeseen circumstances may delay dispatch or arrival of a technician. In such instances, BSS will get a technician to the site as quickly as safety permits.

# For each individual listed in the PEP, the max amount of time a problem will remain unresolved with that individual before the problem escalates to the next contact person listed on the PEP:

Genelle Roselli, Operations Manager – first line of response – no more than 5 working days.

Greg Berthaut, Engineer – first line of response – no more than 5 working days.

Sandy Barnett, General Manager – secondary line of response – Will handle issues over 5 working days. **Can be reached on cell phone @ (903) 245-1549.**

# Expedited escalation procedures and any circumstances that would trigger expedited escalation procedures:

* 100% loss of programming is the extreme example of what would trigger BSS to escalate procedure
* Emergency situation at facility that requires BSS to respond immediately

# The method of providing feedback on resolution progress, including the frequency of feedback to be provided to the State;

BSS will provide a monthly report as outlined in the SLA proposal by email delivery. Each report will detail reported service issues and the resolution of each issue to the Contract Monitor and facility designated personnel.

# Contact info for persons responsible for resolving issues after normal business hours (e.g. – evening, weekends, holiday, etc.) and on an emergency basis. (ALL TIMES CST).

7:30 a.m. – 5 p.m. Monday through Friday

BSS staff is available to take calls with Facility staff in front of BSS equipment to help troubleshoot/diagnose issue.

# VOICEMAILS

Monday through Friday - After 5 p.m. through 9 p.m.

# -Will be returned the same day/evening

Monday through Thursday – After 9 p.m.

# -Will be returned next morning between 7:30 – 8:30 a.m.

Friday night 9 p.m. – 7:30 a.m. Monday

# -Calls between 9 p.m. – 7 a.m. Fri/Sat will be returned by noon Saturday

**-Calls between 9 p.m. – 7 a.m. Sat/Sun will be returned by noon Sunday**

Voicemails left after 9 p.m. Sunday night

# -Will be returned Monday morning between 7:30 – 8:30 a.m.

Facility will leave a detailed message to include the following:

* Name of facility
* Name of person reporting the issue (rank and/or department) with call back number and extension.
* Name of backup person (or next shift) with call back number and extension.
* Brief description of issue(s).
* Voicemails left are immediately routed to all BSS personnel by email/cell phone. Detailed messages with contact and return phone number and extension are imperative to our follow up.

# Process for updating and notifying the Contract Monitor of any changes to the PEP:

* BSS will email the Contract Monitor within 10 days of any BSS staff changes.
* BSS will email the Contract Monitor 30 days in advance of effective date for all other changes.

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| BSS begins the troubleshooting process on all service issues as soon as we are notified via telephone (866-480-1844) or email. During the term of the contract BSS technical staff will diagnose and troubleshoot with Facility designated personnel prior to a technician being dispatched. Many common service issues can be resolved quickly with simple troubleshooting techniques by designated facility personnel while in front of the equipment in the Head-end. If after troubleshooting, BSS determines a resolution cannot be reached, BSS will dispatch a technician to the facility.  Technicians dispatched by BSS will arrive within 24 hours or as approved for entrance by the facility and to coincide with the delivery of any needed replacement equipment.    BSS maintains a full inventory warehouse. Equipment is typically available for same-day shipping or can be ordered and vendor shipped. Severe weather or national emergencies might prevent or delay travel. In those instances, BSS will get a technician to the site as quickly as safety permits.  During the initial installation designated facility personnel will be trained on the basic functions of the equipment and how to troubleshoot minor issues. This basic training will also provide facility personnel how to relay required diagnostic information to BSS in the event of a future service issue.  In late spring 2018, BSS hired an in-house Technical Engineer for the purpose of performing maintenance at each location as needed. This allows us to ensure the installation and wiring standard we set forth to our sub-contractors is being met. It also allows us to carefully monitor the performance of our equipment. Equipment identified as at the end of its life-cycle will be noted during the maintenance visits and replaced as necessary to ensure optimal operating performance. |