



WELCOME PACKAGE

Thank you for choosing
Lightower Fiber Networks
as your service provider.



WELCOME TO LIGHTOWER

Our Commitment to You: Service Excellence

Thank you for choosing Lighttower Fiber Networks as your service provider. We value your business. This Welcome Package will assist you in understanding the pre and post installation support process for your Lighttower services.

Pre-Installation

A designated Lighttower Project Manager will be your primary point of contact during the service delivery process; additionally your Lighttower Account Executive is available to help you with general questions regarding your account.

Information will be provided via email as your order progresses and will include:

- Project manager name & contact information
- Service Order Confirmation
- Firm Order Confirmation Date (FOC date)
- Circuit Activation Notification

Post-Installation

Once your Lighttower service has been installed, tested and completed, you will receive a Circuit Completion and Activation Notice from your Project Manager. For assistance with circuit activation, please call Lighttower at 888-LT-FIBER.

The Lighttower Network Control Center (NCC) is staffed 24 hours per day, 365 days per year and is always available to take your call for service related issues. See below for details.



Pre-Installation Support/Escalation Contact List

#	Title	Name	Email	Office #	Cell #
1st	Project Manager	PM Assigned	N/A	N/A	
2nd	Manager, Project Management (New England/Hudson Valley/Chicago)	Joe Atkins	jAtkins@lighttower.com	978-264-6835	978-621-2130
	Manager, Project Management (New York & Mid Atlantic)	Michael Goedel	MGoedel@lighttower.com	212-324-5094	347-203-1694
	Manager, Project Management (Carrier Wholesale -All Markets)	Thom Jay	TJay@lighttower.com	978-264-6084	508-740-9911
	Manager, Project Management	Tribe Voelinger	TVoelinger@lighttower.com	585-697-5133	585-202-2085
3rd	Director, Project Management	Darrin Smith	DSmith@lighttower.com	978-264-6008	781-844-3608
4th	VP, Project Management	Tracy Flynn	TFlynn@lighttower.com	585-697-5176	585-402-2802
5th	SVP, Customer Operations	Ravindra Harcharan	RHarcharan@lighttower.com	212-337-4088	917-217-1136
6th	Chief Operating Officer	Jason Campbell	JCampbell@lighttower.com	978-264-6033	978-264-6033

Please escalate any issue formally, via email, to the appropriate escalation level contact within Lighttower. Please be sure to include:

- Name of customer organization and location(s) involved
- Contact information: Name, Title, Phone Number, E-mail
- Order Number
- Reason for the escalation, and the Lighttower contact that this issue has previously been brought to the attention of.
- Desired outcome

(See next page for Post-Installation support).



Lightower Customer Support Information

TROUBLE REPORTING & MAINTENANCE

Lightower Fiber Networks pro-actively monitors our network 24 hours per day, 7 days per week and coordinates with customers prior to all testing, maintenance, and repair functions. These precautions help ensure that all services perform in compliance with their technical specifications.

If you should experience any problem with your service, please notify the Network Operations Center (NOC) immediately. Upon receiving your report, Lightower will immediately begin coordinating efforts to effect appropriate repairs and restore service. The Lightower NOC technician will provide you with timely and continual updates throughout the entirety of your service inquiry.

You will be asked to provide the following information when you open a trouble ticket:

- Name & Company
- Best Phone Number to Reach Company Contact
- Circuit ID or Lightower Order Number
- Endpoints (A and Z locations) of the circuit
- Nature of Problem(s)
- Time of Occurrence

EMERGENCY CONTACT INFORMATION

Existing Lightower Customers: 1-888-LT-FIBER (888-583-4237), Option #1
1-844-LT-FIBER (844-583-4237), Option #1

Former Fibertech Customers: 1-800-497-5578

NON-EMERGENCY CONTACT INFORMATION

- For non-emergencies, please contact Lightower at the numbers above or via email:
- Existing Lightower Customers: Support@lightower.com
 - Former Fibertech Customers: NOC@fibertech.com

The Lightower NOC functions as the single point of contact for customer problem reporting, customer updates, and customer notifications regarding network maintenance. The NOC manages the resolution process throughout the life of the service issue or inquiry.

LIGHTOWER ESCALATION PROCESS

In the event that you experience an issue that requires escalation, please reference the tables below.

#	Title	Name	Email	Office #	Cell #
1st	Shift Managers	On Duty	Support@lightower.com	Primary: 888-583-4237	
				Secondary: 844-583-4237	
				Former Fibertech: 800-497-5578	
2nd	Sr. Manager of NOC	Kyle Ramirez	KRamirez@lightower.com	585-697-5119	585-775-5380
	Manager, NOC	Steve Cassianos	SCassianos@lightower.com	212-337-4083	347-443-2266
3rd	Director, NOC	Miles O'Shaughnessy	MOshaughnessy@lightower.com	631-300-3781	631-774-2412
	Director, Tier III	Tim Young	TYoung@lightower.com	585-697-5102	585-305-4593
4th	Sr. Director Tier III	Ben Davis	BDavis@lightower.com	212-324-5077	848-466-0145
	VP, Network Assurance	Stephen George	SGeorge@lightower.com	978-268-9370	781-254-8795
5th	SVP, Customer Operations	Ravindra Harcharan	RHarcharan@lightower.com	212-337-4088	917-217-1136
6th	Chief Operating Officer	Jason Campbell	JCampbell@lightower.com	978-264-6033	978-264-6033

LIGHTOWER FIBER NETWORKS

Welcome Package ver09242015





CHANGE MANAGEMENT CONTACT INFORMATION

Lightower Customers: 888-LT-FIBER (888-583-4237), Option #1

NON-EMERGENCY CONTACT INFORMATION

For non-emergencies, please contact Lightower at the numbers above or via email:
 o Lightower Change Management: ChangeMGMT@lightower.com

CHANGE MANAGEMENT ESCALATION PROCESS

#	Title	Name	Email	Office #	Cell #
1st	Change Management		ChangeMGMT@lightower.com	508-621-3888	N/A
2nd	Manager, Change Control	Joanne Brock	JBrock@lightower.com	585-697-5142	585-472-4596
3rd	Sr. Director, Change	Ben Davis	BDavis@lightower.com	212-324-5077	848-466-0146
4th	SVP Customer Operations	Ravindra Harcharan	RHarcharan@lightower.com	212-337-4088	917-217-1136
5th	Chief Operating Officer	Jason Campbell	JCampbell@lightower.com	978-264-6033	978-264-6033

NEW SERVICE ACTIVATIONS INFORMATION

Lightower Customers 888-LT-FIBER (888-583-4237, Option #1, 1)

- Lightower Provisioning, Activations and Maintenance: PROVAM@lightower.com

PROVISIONING, ACTIVATIONS & MAINTENANCE (PROVAM) PROCESS

#	Title	Name	Email	Office #	Cell #
1st	Provisioner on Duty	N/A	PROVAM@lightower.com	888-LT-FIBER (888-583-4237) Option 1, 1	
2nd	Manager, Provisioning & Activations	Lars Sanden	LSanden@lightower.com	978-264-6065	978-895-1660
3rd	Director, Provisioning & Activations	Jon Swanson	Jswanson@lightower.com	978-264-6064	617-999-5389
4th	VP, Provisioning	Rob Poulton	RPoulton@lightower.com	978-264-6814	401-952-3234
5th	SVP, Customer Operations	Ravindra Harcharan	RHarcharan@lightower.com	212-337-4088	917-217-1136
6th	Chief Operating Officer	Jason Campbell	JCampbell@lightower.com	978-264-6033	978-264-6033



An Introduction to Lighttower's Customer Center

The Lighttower Fiber Networks Customer Center is an online portal that provides access to information about your Accounts, Orders, Services, Support Tickets, and your Lighttower points of contact.

The Lighttower Customer Center has been upgraded with a number of new services and features to better serve our customers. Features in the current version of Lighttower's Customer Center include:

Feature	Feature Details
Billing	View or download current and past invoices in PDF format
Services	Get a quick inventory of current services and service status
Orders	View the status of pending or past orders
Support	View open or past support tickets and create new tickets
Lighttower Points of Contact	Contact your assigned Lighttower Account Team <ul style="list-style-type: none"> Account Executive Client Services Manager Project Manager delivering new services Network Management Center Billing Department

How to Apply for a Customer Center Account

To apply for a new account, or add or remove users from an existing account or make other changes, please complete the embedded form directly below and email it to CustomerCenterHelp@lighttower.com.

Note: Every Customer MUST have at least one Point of Contact for administrative approval of all changes.

It may be possible to show performance statistics for certain services (equipment upgrades may be required in some situations). Please provide the following information in the 'Describe Other Change' box on the embedded form.

- Service number or Order number (if the service has not yet been turned-up)
- Circuit ID (for active services)
- The A and Z locations of the circuit
- Type of metrics requested
- Any other relevant information