

Atlantic Metro Communications II, Inc.
Tariff NY PSC No. 1
Effective Date: Feb. 14, 2016

Leaf No. 49
Revision: 0
Superseding Revision:

C. Network Issues Reporting

1. Customer may report problems to the Company's Network Operations Center via the following methods: E-mail, Phone
 - i. Non Critical Support - support@atlanticmetro.net
 - ii. Critical Support - noc@atlanticmetro.net
 - iii. Phone - 212.792.9950 x 5 (all levels of urgency)
 - iv. Customers are provided a support escalation list
2. If the Company's Network Operations Center determines there is a network fault or other incident requiring the customer to be notified it is done via a support ticket to the Customer's authorized contact.
3. In the event of a un-planned network Service Outage of the backbone or a schedule maintenance the Company's notification system is used to communicate via email to all authorized contacts on the Customer's account. Customer can login to the portal and manage their notification preferences.

Issued by:

Matthew Lombardi, CEO

Effective 01/21/2016 under authority of PSC by Order made 01/21/2016 in Order Number 15-02135
Cancelled effective 02/15/2021.4 Century Drive, Parsippany, New Jersey 07054