



Lightpath Customer Assurance Plan

BC/DR Preparedness

Protecting your communications is a task we take very seriously. We take pride in the resiliency of our network and the dedicated staff at our Network Monitoring Center that are on watch 24/7. But we also take every precautionary measure necessary to safeguard your critical data and ensure a rapid recovery in the event of a natural disaster including:

- Deploy and staff overflow call centers at strategic locations across Long Island
- Increase network monitoring and reporting capabilities
- Provide appropriate support staff, service vehicles, and stage equipment at strategic locations throughout our service area
- Institute multiple escalation channels and contact points
- Ensure that a cross-trained staff is positioned and prepared for call handling
- Establish reliable, ongoing customer communication via multiple channels
- Implement direct communications links with local power companies and emergency management offices
- Implement an escalation process for rapid field service restoration

A trouble ticket can be opened by contacting the Lightpath Network Management Center (NMC) at the number above. If the trouble is not resolved, please follow the escalation procedure.

Escalation Procedures

In the event of a service disruption as the result of a natural disaster, power outage or other possible threat, the Lightpath Disaster Response team will provide the answers you need while our expert technicians work round the clock on a rapid recovery. Below is an Escalation Procedure List to provide you with the important contact information you may need in the event of an emergency. You can download this pdf any time, but in case you are unable to access the Internet we do recommend printing and saving for your reference as well.

NMC Trouble Reporting Number:

1st Level Point of Contact
866-611-3434 Option # 1

2nd Level Point of Contact (2 Hours)

Network Management Center /
On Duty Shift Manager
Andrew Tinker
Brian Cunningham
nmcmanager@golightpath.com
516-803-8260 (24/7)

3rd Level Point of Contact (4 Hours)

Arthur Scott, Acting Director /
Network Management Center
Ascott6@golightpath.com
516-803-6074 Office
516-526-6914 Cell

4th Level Point of Contact (6 Hours)

Robert Mazzarella, VP / Network Operations
rmazzare@golightpath.com
516-803-3880 Office
516-551-3918 Cell