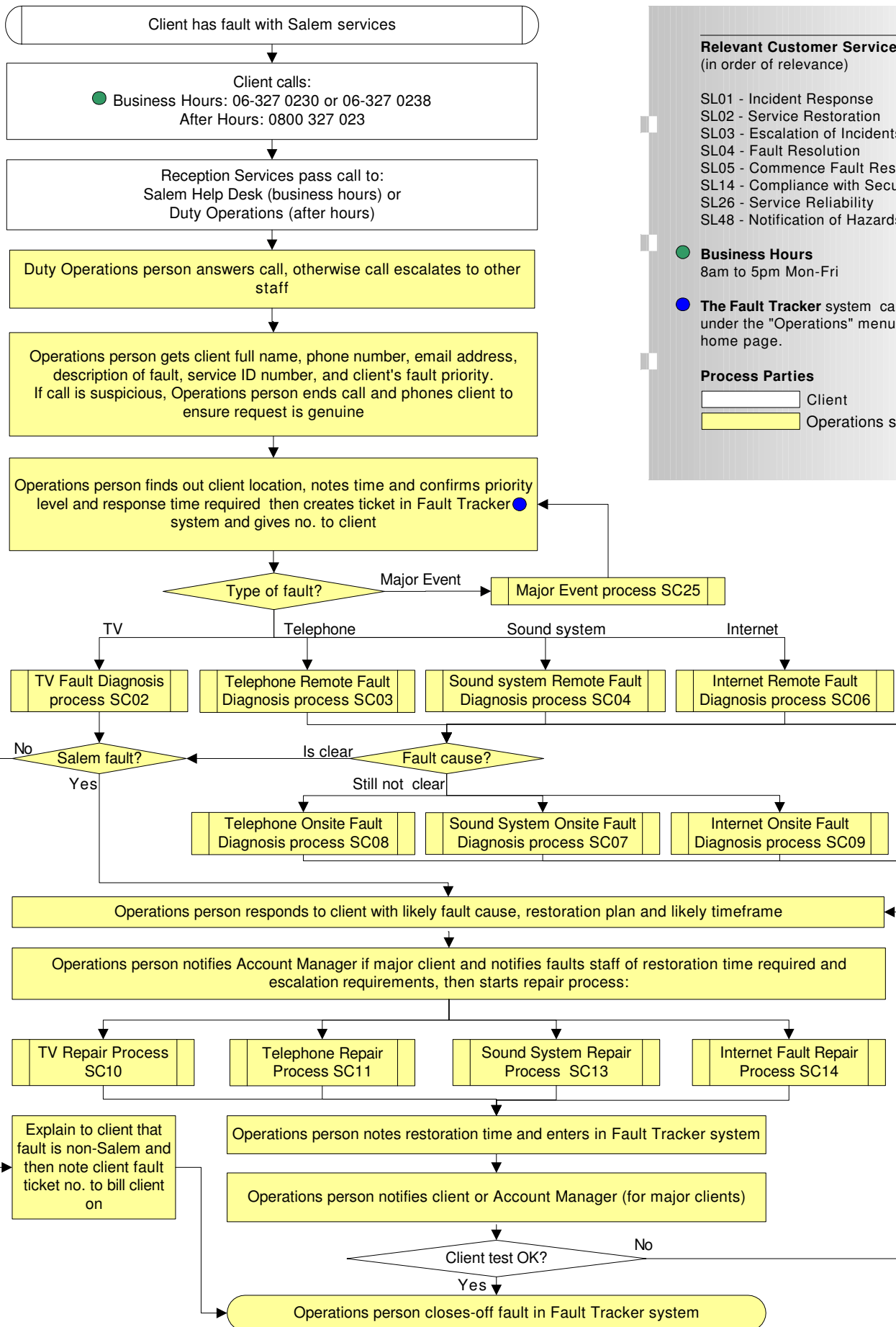


Salem Communications Fault Restoration Process Overview



Process Notes

Relevant Customer Service Levels
(in order of relevance)

- SL01 - Incident Response
- SL02 - Service Restoration
- SL03 - Escalation of Incidents
- SL04 - Fault Resolution
- SL05 - Commence Fault Resolution
- SL14 - Compliance with Security Policies
- SL26 - Service Reliability
- SL48 - Notification of Hazards

● **Business Hours**
8am to 5pm Mon-Fri

● **The Fault Tracker** system can be accessed under the "Operations" menu in the Intranet home page.

Process Parties

□ Client

■ Operations staff