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March 19, 2007

VIA HAND DELIVERY
Chairman Sara Kyle
c/o Sharla Dillon
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

Re: EAS Traffic Exchange Agreement between CenturyTel of Claiborne, Inc. and Charter Fiberlink – Tennessee, LLC; Docket No. 07-00034

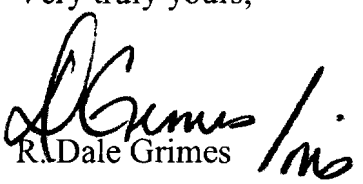
Dear Chairman Kyle:

Enclosed please find the original and 16 copies of an a Disaster Recovery Plan for the above-referenced EAS Traffic Exchange Agreement between CenturyTel of Claiborne, Inc. and Charter Fiberlink – Tennessee, LLC filed on January 24, 2007.

Please return two copies of the Plan, which I would appreciate your stamping as "filed," and returning to me by way of our courier.

Should you have any questions with respect to this filing, please do not hesitate to contact me at the telephone number listed above.

Very truly yours,



R. Dale Grimes

RDG/ms
Enclosures

cc: Ms. Cathy Quinn
Ms. Donna Barham

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CenturyTel of Ooltewah – Collegedale, Inc., CenturyTel of Adamsville, Inc., and CenturyTel of Claiborne, Inc.

Disaster Recovery Plan

CenturyTel of Ooltewah – Collegedale, Inc., CenturyTel of Adamsville, Inc., and CenturyTel of Claiborne, Inc.

1.0 PURPOSE

In the unlikely event of a disaster occurring that affects CenturyTel of Ooletewah - Collegedale, Inc., CenturyTel of Adamsville, Inc. and/or CenturyTel of Claiborne, Inc.'s (CenturyTel) long-term ability to deliver traffic to a competitive Local Exchange Carrier (CLEC), general procedures have been developed to hasten the recovery process. Since each location is different and could be affected by an assortment of potential problems a detailed recovery plan is impractical. However, in the process of reviewing recovery activities for specific locations, some basic procedures emerge that appear to be common in most cases.

These general procedures should apply to any disaster that affects the delivery of traffic for an extended time period. Each CLEC will be given the same consideration during an outage and service will be restored as quickly as possible.

This document will cover the basic recovery procedures that would apply to every CLEC.

2.0 SINGLE POINT OF CONTACT

When a problem is experienced, regardless of the severity, the CenturyTel Network Operations Center (NOC) will observe traffic anomalies and begin monitoring the situation. Controls will be appropriately applied to insure the security of CenturyTel's network; and, in the event that a switch or facility node is lost, the NOC will attempt to circumvent the failure using available reroutes.

CenturyTel NOC will remain in control of the restoration efforts until the problem has been identified as being a long-term outage. At that time, the NOC will contact CenturyTel's Restoration Control Center (RCC) and relinquish control of the recovery efforts. Even though the RCC may take charge of the situation, the NOC will continue to monitor the circumstances and restore traffic as soon as damaged network elements are revitalized.

3.0 IDENTIFYING THE PROBLEM

During the early stages of problem detection, the NOC will be able to tell which CLECs are affected by the catastrophe. Further analysis and/or first hand observation will determine if the disaster has affected CLEC equipment only, CenturyTel's equipment only, or a combination. The initial restoration activity will be largely determined by the equipment that is affected.

Once the nature of the disaster is determined and after verifying the cause of the problem, the NOC will initiate reroutes and/or transfers that are jointly agreed upon by the affected

CLEC's Network Management Center and the CenturyTel NOC. The type and percentage of controls used will depend upon available network capacity. Controls necessary to stabilize the situation will be invoked and the NOC will attempt to re-establish as much traffic as possible.

For long term outages, recovery efforts will be coordinated by the Restoration Control Center (RCC). Traffic controls will continue to be applied by the NOC until facilities are re-established. As equipment is made available for service, the RCC will instruct the NOC to begin removing the controls and allow traffic to resume.

3.1 SITE CONTROL

In the total loss of building use scenario, what likely exists will be a completely destroyed building. This will contain many components that could be dangerous. It could also contain any personnel on the premises at the time of the disaster. For these reasons, the local fire marshal with the assistance of the police will control the site until the building is no longer a threat to surrounding properties and the companies have secured the site from the general public.

During this time, the majority owner of the building should be arranging for a demolition contractor to mobilize to the site with the primary objective of reaching the cable entrance facility for a damage assessment. The results of this assessment would then dictate immediate plans for restoration, both short term and permanent.

In a less catastrophic event, i.e., the building is still standing and the cable entrance facility is usable, the situation is more complex. Local authorities will initially control the site until the threat to adjacent property has diminished. Once the site is returned to the control of the companies, the following events should occur.

An initial assessment of the main building infrastructure systems (mechanical, electrical, fire & life safety, elevators, and others) will establish building needs. Once these needs are determined, the majority owner should lead the building restoration efforts. There may be situations where the site will not be totally restored within the confines of the building. The companies must individually determine their needs and jointly assess the cost of permanent restoration to determine the overall plan of action.

Multiple restoration trailers from each company will result in the need for designated space and installation order. This layout and control is required to maximize the amount of restoration equipment that can be placed at the site, and the priority of placements.

Care must be taken in this planning to insure other restoration efforts have logistical access to the building. Major components of telephone and building equipment will need to be removed and replaced. A priority for this equipment must also be jointly established to facilitate overall site restoration (Example: If the AC power system has sustained damage, this would be of the highest priority in order to regain power, lighting, and HVAC throughout the building.)

If the site will not accommodate the required restoration equipment, the companies would then need to quickly arrange with local authorities for street closures, rights of way or other possible options available.

3.2 ENVIRONMENTAL CONCERNS

In the worse case scenario, many environmental concerns must be addressed. Along with the police and fire marshal, the state environmental protection department will be on site to monitor the situation.

Items to be concerned with in a large central office building could include:

1. Emergency engine fuel supply. Damage to the standby equipment and the fuel handling equipment could have created "spill" conditions that have to be handled within state and federal regulations.
2. Asbestos containing materials that may be spread throughout the wreckage. Asbestos could be in many components of building, electrical, mechanical, outside plant distribution, and telephone systems.
3. Lead and acid. These materials could be present in potentially large quantities depending upon the extent of drainage to the power room.
4. Mercury and other regulated compounds resident in telephone equipment.
5. Other compounds produced by the fire or heat.

Once a total loss event occurs at a large site, local authorities will control immediate clean up (water placed on the wreckage by the fire department) and site access.

At some point, the companies will become involved with local authorities in the overall planning associated with site clean up and restoration. Depending on the clean up approach taken, delays in the restoration of several hours to several days may occur.

In a less severe disaster, items listed above are more defined and can be addressed individually depending on the damage.

In each case, the majority owner should coordinate building and environmental restoration as well as maintain proper planning and site control.

4.0 RESTORATION CONTROL CENTER (RCC)

The Restoration Control Center will be activated in the event of a disaster. The RCC is chaired by the GM Tennessee. It is the GMs responsibility to declare the activation of the RCC and classification of the outage.

In the event of a major service interruption, the GM Tennessee will notify the RCC staff which will establish a conference bridge to be used for the communication link for the emergency restoral.

The RCC staff will assess the service outage or natural disaster and direct the appropriate staff functional task force groups to provide the necessary personnel and supplies based on review of outage reports, nature of outage and restoral estimate times.

The RCC will continuously monitor the progress and needs of functional work groups which will in turn issue information to the various state and local government agencies as to the status of restoring service.

The Tennessee RCC includes the following departments and is supported by the functional staff as indicated below:

1. Field Operations
2. Network Operations Center (NOC)
3. Engineering (Outside Plant)
4. Administration Support / Customer Contact
5. Government Relations

The RCC is supported by the functional staff from the following departments:

1. Human Resources
2. Supply
3. Security
4. Building / Vehicles / Energy
5. Planning
6. Government Relations
7. Engineering - OSP
8. Finance
9. Field Operations Supervisors
10. Sales / Business Services

The RCC will meet to review the CenturyTel Company of Tennessee Emergency Program to ensure its functionally is in accordance with current CenturyTel Policies and Practices.

Each member of the RCC will have a CenturyTel's call out manual for the state and their area of responsibility that will contain the following:

1. Names and telephone numbers of their support personnel.
2. Names of contacts for materials.
3. List of emergency equipment locations such as generators.
4. Any specialized information needed for them to perform their mission.

5.0 RECOVERY PROCEDURES

The nature and security of any disaster will influence the recovery procedures. One crucial factor in determining how CenturyTel will proceed with restoration is whether or not CenturyTel's Telephone equipment is incapacitated. Regardless of whose equipment is out of

service, CenturyTel will move as quickly as possible to aid with service recovery; however, the approach that will be taken may differ depending upon the location of the problem.

5.1 CLEC OUTAGE

For a problem limited to one CLEC (or a building with multiple CLECs), CenturyTel has several options available for restoring service quickly. For those CLECs that have agreements with other CLECs, CenturyTel can immediately start directing traffic to a provisional CLEC for completion. This alternative is dependent upon CenturyTel having concurrence from the affected CLECs.

Whether or not the affected CLECs have requested a traffic transfer to another CLEC will not impact CenturyTel's resolve to re-establish traffic to the original destination as quickly as possible.

5.2 CENTURYTEL'S OUTAGE

Because CenturyTel's equipment has varying degrees of impact on the service provided to the CLECs, restoring service from damaged CenturyTels equipment is different. The outage will probably impact a number of Carriers simultaneously. However, the RCC will be able to initiate immediate actions to correct the problem.

A disaster involving any of CenturyTels' equipment locations could impact the CLECs, some more than others. A disaster at a Central Office (CO) would only impact the delivery of traffic to and from that one location, but the incident could affect many Carriers. If the Central Office is a Serving Wire Center (SWC), then traffic from the entire area to those Carriers served from that switch would also be impacted. A disaster that destroys a facility hub could disrupt various traffic flows, even though the switching equipment may be unaffected.

The NOC would be the first group to observe a problem involving CenturyTels' equipment. Shortly after a disaster, the NOC will begin applying controls and finding re-routes for the completion of as much traffic as possible. These reroutes may involve delivering traffic to alternate Carriers upon receiving approval from the CLECs involved. In some cases, changes in translations will be required. If the outage is caused by the destruction of equipment, then the RCC will assume control of the restoration

5.2.1 Loss of a Central Office

When CenturyTel loses a Central Office, the RCC will

a) Place specialists and emergency equipment on notice;
b) Inventory the damage to determine what equipment and /or functions are lost;
c) Move containerized emergency equipment and facility equipment to the stricken area, if necessary;

d) Begin reconnecting service for Hospitals, Police, and other emergency agencies; and
e) Begin restoring service to CLECs and other customers.

5.2.2 Loss of a Central Office with Serving Wire Center Functions

The loss of a Central Office that also serves as a Serving Wire Center (SWC) will be restored as described in section 5.2.1.

5.2.3 Loss of a Central Office with Tandem Functions

When CenturyTel loses a Central Office building that serves as an Access Tandem and as a SWC, the RCC will

a) place specialists and emergency equipment on notice;
b) inventory the damage to determine what equipment / or functions are lost;
c) move containerized emergency equipment and facility equipment to the stricken area, if necessary;
d) begin reconnecting service for Hospitals, Police and other emergency agencies;
e) redirect as much traffic as possible to an alternate access tandem (if available) for delivery to those CLECs utilizing a different location as a SWC;
f) begin aggregating traffic to a location near the damaged building. From this location, begin re-establishing trunk groups to the CLECs for the delivery of traffic normally found on the direct trunk groups. (This aggregation point may be the alternate access tandem location or another CO on a primary facility route.); and
g) begin restoring service to the CLECs and other customers.

5.2.4 Loss of a Facility Hub

In the event that CenturyTel loses a facility hub, the recovery process will be as follows. Once the NOC has observed the problem and administered the appropriate controls, the RCC will assume authority for the repairs. The recovery effort will include

a) Placing specialists and emergency equipment on notice;
b) inventorying the damage to determine what equipment andlor functions are lost;
c) moving containerized emergency equipment to the stricken area, if necessary;
d) reconnecting service for Hospitals, Police, and other emergency agencies; and

e) restoring service to CLEC; and other customers. If necessary, CenturyTel will aggregate the traffic at another location and build temporary facilities, when available. This alternative would be viable for a location that is destroyed and building repairs are required.

5.3 COMBINED OUTAGE (CLEC AND CENTURYTEL'S EQUIPMENT)

In some instances, a disaster may impact CenturyTel's equipment as well as the CLECs. This situation will be handled in much the same way as described in section 5.2.3. Since CenturyTel and the CLECs will be utilizing temporary equipment, close coordination will be required.

6.0 T1 IDENTIFICATION PROCEDURES

During the restoration of service after a disaster, CenturyTel may be forced to aggregate traffic for delivery to a CLEC. During this process, T1 traffic may be consolidated onto DS3s and may become unidentifiable to the Carrier. Because resources will be limited, CenturyTel may be forced to "package" this traffic entirely differently then normally received by the CLECs. Therefore, a method for identifying the TI traffic on the DS3s and providing the information to the Carriers is required.

7.0 ACRONYMS

CLEC	Competitive Local Exchange Carrier
CO	Central Office (CenturyTel Company)
DS3	Facility that carries 28 Tls (672 Circuits)
NOC	Network Operations Center
RCC	Restoration Control Center
SWC	Serving Wire Center (CenturyTel switch)
T 1	Facility that carries 24 circuits