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December 8, 2009

VIA HAND DELIVERY

filed electronically in docket office on 12/08/09

Chairman Sara Kyle
c/o Sharla Dillon, Dockets
and Records Manager
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

Re: *Approval of the Interconnection Agreement Negotiated by BellSouth Telecommunications, Inc. d/b/a AT&T Tennessee and Entelegent Solutions, Inc. Pursuant to Sections 251 and 252 of the Telecommunications Act of 1996.*
Docket No. 09-00172

Dear Chairman Kyle:

Enclosed please find two paper copies and one electronic copy of the Disaster Recovery Plan which was inadvertently omitted from the Entelegent Solutions, Inc. Interconnection Agreement filed with the Tennessee Regulatory Authority on October 14, 2009 in Docket No. 09-00172.

I apologize for any inconvenience this oversight might have caused. Thank you.

Sincerely yours,

Guy M. Hicks

cc: Dave Gibson, VP of Operations, Entelegent Solutions, Inc.

#744853

GENERAL TERMS AND CONDITIONS RIDER – DISASTER RECOVERY – TENNESSEE

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1.0 General Provisions

1.1 **AT&T TENNESSEE** hereby commits to provide Disaster Recovery to CLEC according to the plan below.

2.0 AT&T TENNESSEE Disaster Recovery Plan

2.1 In the unlikely event of a disaster occurring that affects **AT&T TENNESSEE**'s long-term ability to deliver traffic to a CLEC, general procedures have been developed by **AT&T TENNESSEE** to hasten the recovery process in accordance with the Telecommunications Service Priority (TSP) Program established by the FCC to identify and prioritize telecommunication services that support national security or emergency preparedness (NS/EP) missions. A description of the TSP Program as it may be amended from time to time is available on **AT&T TENNESSEE**'s Wholesale – Southeast Region Web site. 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.

2.2 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. **AT&T TENNESSEE** reserves the right to make changes to these procedures as improvements become available or as business conditions dictate.

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

2.4 Single Point of Contact

2.4.1 When a problem is experienced, regardless of the severity, the **AT&T TENNESSEE** Network Management Center (NMC) will observe traffic anomalies and begin monitoring the situation. Controls will be appropriately applied to insure the sanity of **AT&T TENNESSEE**'s network; and, in the event that a switch or facility node is lost, the NMC will attempt to circumvent the failure using available reroutes.

2.4.2 **AT&T TENNESSEE**'s NMC will remain in control of the restoration efforts until the problem has been identified as being a long-term outage. At that time, the NMC will contact **AT&T TENNESSEE**'s ECC and relinquish control of the recovery efforts. Even though the ECC may take charge of the situation, the NMC will continue to monitor the circumstances and restore traffic as soon as damaged network elements are revitalized.

2.4.3 The telephone number for the **AT&T TENNESSEE** Network Management Center in Atlanta, as published in Telcordia's National Network Management Directory, is 404-321-2516.

2.5 Identifying the Problem

2.5.1 During the early stages of problem detection, the NMC 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, **AT&T TENNESSEE** equipment only or a combination. The initial restoration activity will be largely determined by the equipment that is affected.

2.5.2 Once the nature of the disaster is determined and after verifying the cause of the problem, the NMC will initiate reroutes and/or transfers that are jointly agreed upon by the affected CLECs' Network Management Center and the **AT&T TENNESSEE** NMC. The type and percentage of controls used will depend upon available network capacity. Controls necessary to stabilize the situation will be invoked and the NMC will attempt to re-establish as much traffic as possible.

2.5.3 For long-term outages, recovery efforts will be coordinated by the ECC. Traffic controls will continue to be applied by the NMC until facilities are re-established. As equipment is made available for service, the ECC will instruct the NMC to begin removing the controls and allow traffic to resume.

2.6 Site Control

2.6.1 In the total loss of building use scenario, what likely exists will be a smoking pile of rubble. This rubble 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.

2.6.2 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.

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

2.6.3.1 An initial assessment of the main building infrastructure systems (mechanical, electrical, fire and 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.

2.6.3.2 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.

2.6.3.3 Care must be taken in this planning to ensure 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 switchgear has sustained damage, this would be of the highest priority in order to regain power, lighting, and HVAC throughout the building.)

2.6.3.4 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.

2.7 Environmental Concerns

2.7.1 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.

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

2.7.2.1 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.

2.7.2.2 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.

2.7.2.3 Lead and acid. These materials could be present in potentially large quantities depending upon the extent of damage to the power room.

2.7.2.4 Mercury and other regulated compounds resident in telephone equipment.

2.7.2.5 Other compounds produced by the fire or heat.

2.7.3 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.

2.7.4 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.

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

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

2.8 The ECC (Emergency Control Center)

2.8.1 The ECC is located in the Midtown 1 Building in Atlanta, Georgia. During an emergency, the ECC staff will convene a group of pre-selected experts to inventory the damage and initiate corrective actions. These experts have regional access to **AT&T TENNESSEE**'s personnel and equipment and will assume control of the restoration activity anywhere in the nine-state area.

2.8.2 In the past, the ECC has been involved with restoration activities resulting from hurricanes, ice storms and floods. They have demonstrated their capabilities during these calamities as well as during outages caused by human error or equipment failures. This group has an excellent record of restoring service as quickly as possible.

2.8.3 During a major disaster, the ECC may move emergency equipment to the affected location, direct recovery efforts of local personnel and coordinate service restoration activities with the CLECs. The ECC will attempt to restore service as quickly as possible using whatever means is available, leaving permanent solutions, such as the replacement of damaged buildings or equipment, for local personnel to administer.

2.8.4 Part of the ECC's responsibility, after temporary equipment is in place, is to support the NMC efforts to return service to the CLECs. Once service has been restored, the ECC will return control of the network to normal operational organizations. Any long-term changes required after service is restored will be made in an orderly fashion and will be conducted as normal activity.

2.9 Recovery Procedures

2.9.1 The nature and severity of any disaster will influence the recovery procedures. One crucial factor in determining how **AT&T TENNESSEE** will proceed with restoration is whether or not **AT&T TENNESSEE**'s equipment is incapacitated. Regardless of whose equipment is out of service, **AT&T TENNESSEE** 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.

2.10 CLEC Outage

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

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

2.11 **AT&T TENNESSEE** Outage

2.11.1 Because **AT&T TENNESSEE**'s equipment has varying degrees of impact on the service provided to the CLECs, restoring service from damaged **AT&T TENNESSEE** equipment is different. The outage will

probably impact a number of Carriers simultaneously. However, the ECC will be able to initiate immediate actions to correct the problem.

2.11.2 A disaster involving any of **AT&T TENNESSEE**'s 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 CO is a Serving Wire Center (SWC), then traffic from the entire area to those Carriers served from that switch would also be impacted. If the switch functions as an Access Tandem, or there is a tandem in the building, traffic from every CO to every CLEC could be interrupted. A disaster that destroys a facility hub could disrupt various traffic flows, even though the switching equipment may be unaffected.

2.11.3 The NMC would be the first group to observe a problem involving **AT&T TENNESSEE**'s equipment. Shortly after a disaster, the NMC 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 ECC will assume control of the restoration.

2.12 Loss of a CO

2.12.1 When **AT&T TENNESSEE** loses a CO, the ECC will

2.12.1.1 Place specialists and emergency equipment on notice;

2.12.1.2 Inventory the damage to determine what equipment and/or functions are lost;

2.12.1.3 Move containerized emergency equipment and facility equipment to the stricken area, if necessary;

2.12.1.4 Begin reconnecting service on a parity basis for Hospitals, Police and other emergency agencies or customers served by **AT&T TENNESSEE** or CLEC in accordance with the TSP priority restoration coding scheme entered in the **AT&T TENNESSEE** Maintenance database prior to the emergency.

2.13 Loss of a CO with SWC Functions

2.13.1 The loss of a CO that also serves as a SWC will be restored as described in Section 3.11.4.

2.14 Loss of a CO with Tandem Functions

2.14.1 When **AT&T TENNESSEE** loses a CO building that serves as an Access Tandem and as a SWC, the ECC will:

2.14.1.1 Place specialists and emergency equipment on notice;

2.14.1.2 Inventory the damage to determine what equipment and/or functions are lost;

2.14.1.3 Move containerized emergency equipment and facility equipment to the stricken area, if necessary;

2.14.1.4 Begin reconnecting service on a parity basis for Hospitals, Police and other emergency agencies or customers served by **AT&T TENNESSEE** or CLEC in accordance with the TSP priority restoration coding scheme entered in the **AT&T TENNESSEE** Maintenance database prior to the emergency;

2.14.1.5 Re-direct as much traffic as possible to the alternate access tandem (if available) for delivery to those CLECs utilizing a different location as a SWC;

2.14.1.6 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.)

2.15 Loss of a Facility Hub

2.15.1 In the event that **AT&T TENNESSEE** loses a facility hub, the recovery process is much the same as above. Once the NMC has observed the problem and administered the appropriate controls, the ECC will assume authority for the repairs. The recovery effort will include:

2.15.1.1 Placing specialists and emergency equipment on notice;

2.15.1.2 Inventorying the damage to determine what equipment and/or functions are lost;

2.15.1.3 Moving containerized emergency equipment to the stricken area, if necessary;

2.15.1.4 Reconnecting service on a parity basis for Hospitals, Police and other emergency agencies or customers served by **AT&T TENNESSEE** or CLEC in accordance with the TSP priority restoration coding scheme entered in the **AT&T TENNESSEE** Maintenance database prior to the emergency; and

2.15.1.5 If necessary, **AT&T TENNESSEE** will aggregate the traffic at another location and build temporary facilities. This alternative would be viable for a location that is destroyed and building repairs are required.

2.16 Combined Outage (CLEC and **AT&T TENNESSEE** Equipment)

2.16.1 In some instances, a disaster may impact **AT&T TENNESSEE**'s equipment as well as the CLECs'. This situation will be handled in much the same way as described in Section 3.14. Since **AT&T TENNESSEE** and the CLECs will be utilizing temporary equipment, close coordination will be required.

2.17 T1 Identification Procedures

2.17.1 During the restoration of service after a disaster, **AT&T TENNESSEE** 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, **AT&T TENNESSEE** may be forced to "package" this traffic entirely differently than normally received by the CLECs. Therefore, a method for identifying the T1 traffic on the DS3s and providing the information to the Carriers is required.

2.18 Acronyms

CLEC - Competitive Local Exchange Carrier
CO - Central Office (**AT&T TENNESSEE**)
DS3 - Facility that carries 28 T1s (672 circuits)
ECC - Emergency Control Center (**AT&T TENNESSEE**)
NMC - Network Management Center
SWC - Serving Wire Center (**AT&T TENNESSEE** switch)
T1 - Facility that carries 24 circuits
TSP - Telecommunications Service Priority

2.19 Hurricane Information

2.19.1 During a hurricane, **AT&T TENNESSEE** will make every effort to keep CLECs updated on the status of our network. Information centers will be set up throughout **AT&T TENNESSEE**. These centers are not intended to be used for escalations, but rather to keep the CLEC informed of network related issues, area damages and dispatch conditions, etc.

2.19.2 Hurricane-related information can also be found on **AT&T TENNESSEE**'s Wholesale - Southeast Region Web site by clicking on the link "Relief Information" in the special alert box located on the Web page. Additionally, information concerning Mechanized Disaster Reports can also be found by clicking on the link "Click here for information concerning Disaster Recovery Reports" on the Hurricane Relief page.

2.20 **AT&T TENNESSEE** Disaster Management Plan

2.20.1 **AT&T TENNESSEE** maintenance centers have geographical and redundant communication capabilities. In the event of a disaster removing any maintenance center from service another geographical center would assume maintenance responsibilities. The contact numbers will not change and the transfer will be transparent to the CLEC.