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January 27, 2011

Via Hand-Delivery

Chairman Mary W. Freeman
c/o Sharla Dillon
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

Filed electronically in Docket Office 1/27/11

Re: *Traffic Exchange Agreement by and between West Tennessee Telephone Company, Inc. and Verizon Wireless*
Docket No. 11-00012

Dear Chairman Freeman:

Enclosed you will find an original and five (5) copies of the Disaster Recovery Plan for West Tennessee Telephone Company, Inc. Please file the original and four copies of this material in the above-referenced docket and stamp the additional copy as "filed". Then please return the stamped copy to me by way of our courier.

This material is being filed today also by way of email to the Tennessee Regulatory Authority Docket Manager, Sharla Dillon.

Should you have any questions concerning this matter, please do not hesitate to contact me at the email address or telephone number listed above.

With kindest regards, I remain

Very truly yours,



R. Dale Grimes

RDG:smb
Enclosures

ALABAMA - MISSISSIPPI TELECOMMUNICATIONS ASSOCIATION

TEC Disaster Preparedness and Response Plan West Tennessee Telephone Company, Inc. **DBA: TEC – Bradford Division**

Updated 1-18-10

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INTRODUCTION

Planning is an essential part of every business. This plan will address TEC's planned response to various disaster situations. Properly planning and executing this plan can save lives, expedite service restoral, ensure customer expectations for service are met and improve company operating efficiency. Planning, done before a disaster, ensures that crucial tasks are not overlooked.

Communications have become such an integral part of today's world and in a disaster situation they indeed make the difference between life and death; therefore, it is an obligation on the part of each member of our company to perform his or her part in maintaining the telephone network at the optimum operational level possible – contingency planning for a disaster situation is a vital exercise which must be preformed and mastered in order to maintain the network.

This Disaster Relief Plan was prepared by a committee established by the Alabama Mississippi Telecommunications Association and adapted to be used by TEC Companies. This plan is generic in nature and can be adopted, modified or changed to meet each individual company needs. As with all plans, it needs to be reviewed and revised on an annual basis based on disaster experience and changes to personnel and data within the plan.

FOREWORD AND PURPOSE

Communications service is not a luxury. It is essential public service vital to the public's safety. As the providers of this service, Telephone Electronics Corporation (TEC) and its employees have a unique obligation to take every reasonable precaution to ensure that threats to the continuous provision of this service are eliminated where possible and minimized where this is not possible.

The purpose of the Disaster Relief Plan is to provide guidelines to TEC personnel in preventing, preparing for, and recovering from a major service interruption or disaster.

The plan suggests preventative actions, which may reduce disaster probability or impact; however, it also specifically addresses a methodology in order that restoration of facilities occurs efficiently and effectively with a minimum of chaos.

This plan will cover best practice's for various type disasters and response plans for various scenarios. For events like Hurricanes more proactive preparation can be done prior to the event, for other situations we will have to be more reactive in our response

RESPONSE TO A DISASTER

How effectively our company responds to a disaster will, to a great extent, be determined by the adequacy of our disaster relief plan and the amount of familiarization and training which has taken place. Some disasters allow time to prepare; others require an instantaneous response. Having a disaster relief plan and conducting disaster training exercises are the best ways to assure that our company will respond well.

An Emergency Operation Center (EOC) is necessary in order for management to direct an effective response. TEC's Corporate EOC will reside at 236 E Capitol Street, 3rd floor conference room, Jackson Mississippi with field EOC's as needed.

The five basic stages of response to an emergency are:

- | | |
|-----------------|-----------------|
| a. Preparation | e. Mobilization |
| b. Reaction | f. Restoration |
| c. Assessment | |
| d. Notification | |

Preparation – Schedule emergency drills to ensure all personnel understand the plan. Also, check Emergency generators and other equipment vital to emergency response.

Reaction – Effective reaction by company personnel to alarms and warning signs is a critical first step in responding to an emergency. Employee training is essential to assure that personnel are familiar with the warning signs and understand their responsibilities.

Assessment – The Field Survey Team must assess the damage in order to determine the scope and severity of the disaster. At this stage a strategy for dealing with the emergency must be developed. This entails determining service outages and establishing priorities for service restoration. Preference must be given to activities essential to the integrity of the business.

Notification – Based on the assessment, the appropriate agencies in the affected area need to be notified of the disaster. Companies requiring assistance from neighboring companies should contact the AMTA Disaster Relief Committee as outlined on page 13. The Executive Director will then execute the plan of mutual assistance whereby, those adjacent companies with available resources will be mobilized for assistance.

Mobilization – Subsequent to assessment of the damage and given a sufficiently stable situation, whereby no company personnel are endangered, employees necessary for restoration should be mobilized. Non-essential functions can be postponed or suspended, and personnel focused on the most essential segments of the business.

Restoration – Service restoration should begin as soon as is safely possible. It should be kept in mind that often the work done in restoring essential services may be temporary. Equipment, supplies and personnel (including those provided by other companies) should be focused on predetermined priorities most essential to the company. Reconstruction of facilities should not begin until service has been restored. Only after the disaster has ended can the company begin plans for a full recovery.

PREVENTION

Developing measures to prevent or mitigate the effects of a potential disaster is absolutely essential. A necessary first step in this process is to identify and list which risks present the greatest threats to the business. This requires identification and prioritization of the company's business and service activities and the risks to those activities.

TEC's primary business activity is the provisioning of local and long distance telephone service to customers in a specified geographical area. TEC's service area is inherently susceptible to certain natural disasters. Below is a list of major disasters.

- Personnel/Human Error
- Lightning
- Security/Workplace Violence
- Flood
- Tornado
- Fire
- Hurricane
- Explosion
- Ice and Snow
- Hazardous Material Spill
- Bomb Threat
- Earthquakes
- Terrorism associated with Homeland Security
- Other

Individual departments may alter the order of probability and/or potential severity of the described disasters.

By prioritizing the risks to essential business activities, preventive measures can be assessed in terms of their relative value. Essential business activities include the functioning of key personnel, communications, equipment, records and facilities to meet customer's service expectation. The greatest risks to the business may require significant measures to safeguard against loss.

Managers should ascertain if there is anything that can be done today with personnel, capital, or customers that may prevent or minimize a potential disaster's occurrence or minimize its effect.

Manager's responsibilities specifically are to:

- Identify potential risks.
- Quantify all known risks and exposures.
- Develop action plans.
- Alter or change the state of known risks and exposures where feasible to minimize disaster impact.
- Educate and train staff.

EMERGENCY EVACUATION AND ASSEMBLY PLAN

In the event of an emergency, that requires the evacuation of the building(s), please go to the designated area as described below:

Bradford office employees are to evacuate the building and assemble in the rear parking lot. Employees at remote CO's are to evacuate to a safe outside location and check in with the Bradford office as soon as possible.

The following steps should be used for implementing this plan;

- Cover the plan with employees.
- Department managers or alternates shall be responsible for taking attendance to be sure everyone under their supervision is out of the building.
- Go over the exit route and floor plans with employees.

- Discuss exit signs and routing if original exits are blocked.
- Discuss alternate assembly points.

EMERGENCY ORGANIZATION

The **Vice President of Operations** or their **Designee** will serve as the **Emergency Coordinator**. The **Emergency Coordinator** will oversee the enactment of the Disaster Relief Plan and will be the central contact.

Managers will report to the **Emergency Coordinator** and are responsible for their functional area(s). Also, **Managers** maintain a responsibility for the overall system and may be given added duties by the **Emergency Coordinator** beyond his/her normal functional area(s).

Any employee that becomes aware of a disaster or major service interruption should immediately report it to their **Manager and/or the Emergency Coordinator**.

PREPARATION

While the list of disasters is not all-inclusive, it demonstrates that disasters can vary greatly in size and scope. In addition, certain events such as hurricanes, floods and ice storms are generally preceded by a warning phase, which will allow the company time to prepare. Others, such as fires, tornadoes, or earthquakes are sudden in nature and company personnel must be prepared and trained in order to respond appropriately.

It is the responsibility of every manager to take all necessary precautions to insure that we are always in a ready state. This includes keeping necessary supplies on hand, keeping generators in operating mode with regular testing and adequate fuel supplies, having necessary spares ready to deploy, regular backups of critical computer information and other items that help us be ready to respond to unforeseen emergencies.

Emergency Notification Phone line

An Emergency Notification Line is provided for outgoing announcements and will be available to communicate information to employees. The call in numbers are: 731-742-2211, 731-665-6101, 731-669-3001 and 731-662-7101.

The Safety Coordinator has the responsibility of maintaining the Emergency Notification Line as directed by the President or Emergency Coordinator.

Preparation Process

Part of preparation is knowing what to do in an emergency. This document can serve as a guide to items to complete for various types of disasters. Even though much of this is focused on Hurricane preparation items can be adapted for ice storms and other natural disasters. We will publish additional checklists and guidelines that can be used by managers to respond to various types of events. A key document to reference is the TEC Emergency Response Checklist. When the Preparation Phase of the Plan is invoked, each Manager will be informed by the Emergency Coordinator regarding the level of preparation needed. The following information outlines some of the preparatory functions that may be required depending upon the impending disaster. (A lot of the information below is focused on Hurricanes but can be adapted to other events like winter storms etc.)

- Supplies shall be made available.
 - Tape for windows & file cabinets
 - Batteries, have spare batteries in your area
 - Bug Spray & Fire Ant Killer
 - First Aid Supplies
 - Plastic sheeting

- Flashlights
 - Raincoats/Rain Suits/Rubber Boots
 - AM/FM portable or NOAA weather radio
 - Rope
 - Chain saws
- The EOC shall track hurricane or other storms and provide updates to the affected markets.
 - The Market Managers are to report level of preparedness to the EOC at regular intervals as specified by the Emergency Coordinator
 - All managers are to have a current copy of the Disaster Relief Plan available for reference.
 - Notify employees of pre and post storm plans and brief employees of their duties and location to report to. The company reserves the right to request key employees stay in place to maintain the networks and to respond to outages after the storm. These employees should make arrangements in advance for evacuation of their families and securing of their personal property
 - Advise employees of post storm check in procedure. Employees are to check in with the local office or EOC to check for callout or other assignments.
 - Each location is to check stock of first aid kits.
 - Turn power off on all non-essential equipment.
 - Move computers off floors, cover all electrical office equipment, fax machines, copiers, printers, with plastic sheeting or move to a secure place (such as room with no windows).
 - Portable two-way radios shall be charged and ready for service.
 - Put fresh batteries in pagers, portable radios, weather monitors, flashlights etc.
 - Have spare batteries readily available for use post storm.
 - Employees should remove personal belongings from the office.
 - Clear desks, lock drawers and filing cabinets.
 - Cover desks, filing cabinets, and bookcases with plastic sheeting.
 - Obtain a list of contact numbers if employees & their families are evacuated.
 - Secure additional fuel for portable generators and vehicles
 - Top off fuel on all generators both fixed and portable
 - Secure individual work areas to prevent water damage.
 - Board and/or tape windows as needed.
 - Be prepared to assist others if required.
 - Assess potentially hazardous situations with safety in mind.
 - Back up central office equipment data bases and store at a designated site when determined. Send a copy of the CO backup off site to a safe area.
 - Secure each office site; check office batteries. (Host/Remotes).
 - Close offices and release employees on order from President or Manager.
 - Secure equipment spares and be prepared to deploy as necessary.
 - Check test equipment for AC/DC operation.
 - Service vehicles (gas/stocked with necessary supplies).
 - Secure vehicles to designated locations.
 - Assist Emergency Coordinator on site setup.
 - Assist other departments needing emergency lines/numbers.
 - Stock janitorial supplies for post storm clean up.
 - Secure Personnel folders and file cabinets.
 - Maintain general employee data on hard copy. (Ask HR for details)
 - Based on level of preparedness, begin accumulating supplies according to Emergency Coordinator's Directive and/or Emergency Plan.
 - Supply Break Room with food and water for extended stay or arrange for this at the Emergency Operations Center.
 - Gather drinkable water (a minimum of 2 gallons/per person/per day), non-perishable foods, blankets, towels and other supplies to be stored at Emergency Operation Center (EOC).
 - If departing any building, close, lock and check all doors and windows.
 - Secure all storage areas.
 - Secure network nightly – backup media.
 - Stop network usage, back-up system, power down each non-essential server.
 - Verify all PC's are secure.
 - Prepare all customer payments for immediate deposit to the bank.

- Maintain a minimum of one cash drawer and deposit all other monies.
- Be sure Backhoe/Bucket Trucks are fueled and ready for immediate use.
- Secure Pedestal Lids in areas being worked prior to storm and as assigned by management.
- For hurricane or storm, have each field technician drive company vehicle to their designated safe storage area.
- Check all fuel levels at all remote locations and refill if required.
- Test run all generators and check UPS systems.
- Pre-disaster arrangements should be made for fuel stock for use in vehicles and emergency equipment.
- Have hand tools available for deployment.

Below is a general guide of things that can be done prior to arrival of a Hurricane.

72 hours prior to impact:

- Clean up server volumes, remove unnecessary files.
- Clean up optical volumes to be used for backups.
- Clean up the office, store any loose computers and equipment. Locate any spare backup tapes and optical disks.
- Have fuel tanks topped off on all fixed generators and generator trailers
- Obtain fuel for portable generators
- Contact fuel suppliers to make certain that fuel can be delivered to emergency generators if commercial power is lost.
- Contact local gas station owners to make certain that gasoline for company vehicles can be obtained if commercial power is lost.
- Test run all fixed and portable generators.

48 hours prior to impact:

- Ensure that the normal computer backups are running properly.
- Verify and label most recent tape that data is intact.
- Conduct site survey to locate any computers that could be at risk for damages and advise Management as necessary.
- Notify key employees of their assignments and allow them to prepare their families.

36 hours prior to impact:

- Begin backing critical user, local hard drives such as but not limited to President or Managers.

24 hours prior to impact:

- Re-verify that normal backup is operational.
- Re-verify data and label tape.
- Secure all servers.
- Begin regular status updates to the EOC
- Upon directive of Emergency Coordinator, disable login on all servers and obtain a final backup of the entire network.

12 hours prior to impact:

- Take media used for backup in the last 72 hours to a safe on-site location for storage.
- Make arrangements to get a backup off site to corporate for storage at a safe central location.
- Move any company computer equipment that is a risk (pay close attention to equipment located on ground floors, these need to be moved on top of desks or higher).
- Cover computers and monitors that are at risk to water damage with plastic AFTER they have been disconnected from power.
- Power Down all servers and cover with plastic.

RESTORATION

The purpose of the Disaster Relief Plan is to provide guidelines to personnel in the event of a major service interruption or disaster. For some disasters we will have the ability to prepare but for others we will go directly into a response mode. The **President or Vice President of Operations** may invoke this plan in whole or in part.

Refer to the TEC Emergency Response Checklist.

A "major service interruption" is defined as:

- Service failure of 10% of local subscribers per exchange for more than 24 hours,
- Service failure of 25% of toll trunks per exchange during daily busy hours, or
- Toll isolation at any time.
- We have reporting obligation when any outage reaches 900,000 minutes. This is calculated by the number of impacted subscriber's times the outage time. For example in Bay Springs we would trigger NORS reporting after 58 minutes of total network outage. Additionally we have to provide regular updates to Home Land Security during times of natural disaster and during times of Government implemented DIRS activation for pending natural disasters

A disaster is defined as an act of God or unavoidable casualty. Acts of God include earthquakes, floods, tornadoes, hurricanes, etc. Unavoidable casualties include fire, explosion, sabotage, and vehicular damage to any facility that will interrupt the normal business process.

The Disaster Relief Plan will be reviewed annually and updated as needed. Employee training and drills shall be conducted annually. Employees will be required to certify completion of annual training. Certification will be made a part of each employee's personnel file.

Notification of Corporate/ EOC: When a Disaster Occurs local management is responsible for the initial response. Notification of TEC Corporate should occur as quickly as possible per our normal notification / escalation procedure, the local manager is to notify the VP of Operations, Director of LEC Operations, Director of Network Operations and the Operations Manager. TEC Corporate will assist the local market and provide additional resources as needed. Notification can be made by emailing notifyoperations@tec.com. This can include assignment of personnel and resources from other markets to support the impacted area. The VP of Operations will determine if the Corporate EOC is to be activated based on the severity of the emergency. Corporate will consolidate information from the field and flow to necessary staff for government reporting and updates.

Safety and Security

The responsibility of each employee shall not supersede the responsibility for ensuring his or her own personal safety.

The Emergency Coordinator will notify the local authorities (police, civil defense, hospitals, insurance company, etc.) in the event of a disaster.

Emergency Evacuation and Assembly Plans are posted in each company building. In the event of a disaster, affected buildings will be evacuated according to the Evacuation Plan. Employees will assemble at the predetermined meeting area.

After evacuation, buildings will be inspected by the **Emergency Coordinator or Local Manager**. Personnel may not re-enter designated buildings until the **Emergency Coordinator** informs personnel the area is "all clear". First-aid kits and supplies will be located in each company building and company vehicles. Selected personnel in each work area will be trained in first aid and CPR procedures.

During a disaster, strict security measures will be established at company buildings and grounds. Only necessary personnel will be permitted to enter secured buildings and grounds.

Emergency Operation Center

The **Emergency Operation Center (EOC)** will be selected by the **Emergency Coordinator**. Typically, the **Emergency Operation Center** will be at the **Central Office** of the affected area. If a comprehensive disaster affects the total system, the **Emergency Operation Center** will be situated at the 236 East Capitol Street, Third Floor Conference Room, Jackson, Mississippi.

In the event of a disaster or major service interruption the **Emergency Manager** will contact the Public Service Commission to report the extent of damage. Other important Agency numbers can be found in Appendix I-M and on Sharepoint.

Public Relations and Awareness

The Emergency Coordinator will be the official company spokesperson in the event of a disaster or major service interruption. No other employees shall make statements or comments to the media. Any response to the media should be in line with the latest published "TEC Crisis Communication Plan".

Personnel Relations

The **Safety Coordinator** will maintain employee emergency contact numbers in the Disaster Relief Plan. This information should be easily accessible in the event of an emergency or major service interruption. The **Safety Coordinator** will take steps to keep employees informed of the situation following a disaster or major service interruption, through means such as the **Emergency Notification Line, 731-742-2211**.

Insurance Considerations

In the event of a disaster or major service interruption, the **Emergency Coordinator** will notify the appropriate parties at TEC Corporate and they can coordinate with the insurance companies.

Purchasing

The **Purchasing Agent** will assist in placing orders for equipment and supplies in the event of a disaster or major service interruption. This will include providing emergency purchase orders as necessary. Backup data for Purchasing should be stored in a fireproof cabinet and may be retrieved by the **Business Office Manager** or the **Purchasing Agent**.

In the event the disaster requires the purchase of equipment or supplies, the following procedures will be used:

Determine need, create purchase order, and send to corporate via email or fax or call if necessary to obtain approval for PO, transmit approved purchase order to Embarq Logistics (centralized purchasing company). Other instructions may be provided by the Emergency Coordinator when necessary.

Communications

The **Emergency Coordinator** assisted by the **Central Office Manager** will arrange for an alternate internal communications system (e.g. radio, cellular phones, satellite phones) in the event normal telephone communications become impaired during a disaster or major service interruption.

Central Office and Network

In the event of a disaster or major service interruption involving local or tandem switching systems, remotes, or digital loop carriers the **Central Office Supervisor** will notify the **Emergency Coordinator** and other affected Managers.

The **Central Office Supervisor or designee** will conduct a field visit in order to:

- Assess and determine level of damage. Damage assessment forms are available.
- Take action to prevent or reduce further damage (disconnect power source if necessary).
- Report specific equipment damaged and level of damage.
- Begin salvage operations.

The **Central Office Supervisor** and/or **Outside Plant Manager** will coordinate and contact vendors regarding equipment necessary to restore service. If a switch or processor is completely destroyed, a mobilized switch (mounted in a trailer) will be ordered to restore service temporarily. Arrangements for permanent equipment will follow restoration of temporary service.

The **Central Office Manager** will arrange for temporary public telephone service when necessary (payphone trailer, temporary phones in a public place, etc.).

The **Central Office Manager** will oversee the installation of temporary and permanent equipment upon its arrival and will provide translations for new equipment as necessary.

Outside Plant

In the event of a disaster or major service interruption involving outside plant, the **Outside Plant (OSP) Manager** will notify the **Emergency Coordinator** and the other managers affected.

The **OSP Manager** will assess the level of damage with the help of personnel and report to the **Emergency Coordinator** who will direct the mobilization of forces and begin restoration in accordance with restoration priorities listed in this plan. Restoration of facilities will be coordinated with Central Office employees to ensure adequate records are maintained. The **OSP Manager** will contact necessary contractors to assist in rebuilding Outside Plant.

Requests for additional personnel and/or equipment from other telephone companies will be handled by the **Emergency Coordinator** and coordinated with the **OSP Manager**.

Building and Grounds

In the event of a disaster or major service interruption involving any company buildings and grounds, the **OSP Manager** will notify the **Emergency Coordinator** and all affected Managers. Salvage operations for any building involved in a disaster will be overseen by the **OSP Manager** and will be conducted as soon as it is safe and feasible to do so. The **OSP Manager** will oversee all reconstruction of damaged or destroyed buildings.

If a manned office or building is damaged or destroyed, the **Emergency Coordinator**, with input from the affected Manager will arrange temporary re-location of affected personnel to continue business. If the executive offices are damaged or destroyed, relocation will be coordinated through the **Emergency Coordinator**.

If a substantial number of vehicles are damaged, the **Emergency Coordinator** in association with the **OSP Manager** will decide whether to borrow, lease, or purchase vehicles.

In the event of a leak, or spill involving an underground storage tank, the EPA (334-450-3400) will be contacted within 48 hours by the **OSP Manager or Safety Coordinator**. The **OSP Manager** will arrange for cleaning up of the spill or leak, using a contractor as necessary.

Call Dispatch Center

The **Call/Dispatch Manager** will assess the level of damage in their area and will report to the **Emergency Coordinator** as appropriate. The **Call/Dispatch Manager** and **Central Office Manager** will arrange communications for the Call Center. If communications to the Call Center are lost, calls will be routed to the **Emergency Operations Center** until communications are restored. Business lines may be temporarily installed at an alternate location to be answered by Call/Dispatch Representatives.

If the Central Office telecommunications system is destroyed, the main number will be routed to an information desk.

Vital records needed by the Call/Dispatch Center will be stored in the Call/Dispatch Center or with the Business Services/Systems, and may be retrieved by the **Call/Dispatch Manager** or other designated personnel. When necessary, Call/Dispatch Center will revert to manual procedures until automation is restored.

Information Systems

Emergency Coordinator will establish an **Information Systems** command post and perform the following:

- Provide a sufficient staff (on a 24 hour basis if necessary) during recovery.
- Ensure that data stored off-site is safe and can be retrieved by authorized personnel.
- Supervise local backup and restoration of normal processing.
- Assist with restoration of critical applications.
- Assess damage to Information Systems equipment and begin salvage operations.
- Replace equipment as necessary and coordinate delivery and installation of salvaged and new equipment.
- Test on-line and dial-up communications
- Ensure that system software can run on replacement equipment.

The telephone company cannot be responsible for lost data on local PC's. PC users are responsible for backing up and storing data on their personal computers.

STRATEGIC RESTORATION PLAN

Organization for Action

This plan is developed in sufficient detail to react to a major disaster. Disasters of lesser degrees may require the implementation of only portions of the overall plan. The **Emergency Coordinator** will determine which elements of the plan will be implemented on an "as needed" basis.

Organizational Structure

The **Emergency Coordinator** will organize within the Company a structure of sufficient force to carry out, in an effective manner, all functional areas. The optimum size of each force or team is dependent upon the magnitude of the disaster. The force structure may be increased or decreased at the discretion of the **Emergency Coordinator** based on the needs for the particular disaster situation.

The **Emergency Coordinator** has the authority to assign responsibilities at his discretion without regard to the current organization.

Emergency Operation Center

At the direction of the **Emergency Coordinator** the **Emergency Operation Center** will be activated.

With a comprehensive disaster affecting the total system, the **Emergency Operation Center** will be situated at **236 East Capitol Street, Third Floor, Jackson, Mississippi.**

Field Surveys

As soon as is practical following any disaster that seriously affect telecommunications service, it is imperative that an "on site" or field survey be conducted to assess the damage. Survey crews made up of a minimum of two employees will be assigned a given geographical area to survey. They will report to the **Emergency Coordinator** the extent of damage and hazardous conditions. OSP personnel will report their assessments to their **Manager** and/or **Emergency Coordinator**. From these reports the **Emergency Operations Center** will be able to assess total damage and facilities affected and direct corrective action to be taken to restore service.

No employee shall begin surveying damage in restricted areas without prior direct authorization.

Force Requirements

The field survey assessment will indicate the volume of work required to restore service and to make permanent repairs. If the forces available within the Company are determined insufficient to handle restoration work, additional forces and equipment required to re-establish service will be attained. The (AMTA) Alabama Mississippi Telecommunications Association should be notified to obtain mutual aid and assistance. The **President or Vice President of Operations** will be responsible for contacting AMTA (Alabama/Mississippi Telephone Association) to request assistance.

Mutual Aid and Assistance

When requesting assistance from other TEC Divisions, outside contractors or other telephone companies, be very clear in stating what assistance is needed. Provide the offering company with details of what type help is needed, special skills required, tools or special equipment (Generators, bucket trucks, pole trucks etc.) that is needed. Provide them with information regarding what level of supplies the responding technicians need to bring with them including bedding, food, water etc.

When sending mutual aid to other companies be sure you understand fully what is needed and send your personnel properly equipped so they can be of assistance.

LESSONS LEARNED FROM PAST DISASTERS

- Set up emergency control center as quickly as possible.
- Provide briefing for employees returning to work. Advise them of danger zones, special safety requirements, compensation, and provisions for eating, personal comfort and first aid.
- Make an effort to return from emergency operation to normal procedures and practice as quickly as possible.
- Give some thought to an emergency-work pay plan for employees. Decide on the basis of company policy, company resources and the prevailing practice in your area.
- Keep employees informed of conditions and the extent of recovery. Tell them when you expect to call them back to work and on what basis. When recalling them, advise them of any special requirements such as shift hours, a special pay rate, preparation for lunch arrangements and appropriate work clothing.
- When possible, guard remote areas to prevent hazards, pilferage, looting and the natural tendency for crowds to gather at an uncommon operation such as bulldozing or blasting. Use a pass system to determine who will enter the area.
- Make one person responsible for health and sanitary conditions. Have this person tag drinking fountains, toilets and washbasins approved for use.
- Have a designated person supervise safety practices.
- Maintain routine records if possible. They will be needed later to settle insurance claims, tax deductions, legal questions and payroll arguments. Assign people to gather required data; take photos.
- Send as much damaged equipment as possible back to the manufacturer for overhaul or, at least, send it to a service shop. You will need all of your available talent and space for things that cannot be sent out.
- Put someone in authority in charge of night time activities.
- Try to help employees at home where possible.
- Don't wait too long for local services and supplies. Place orders outside of your geographical area. Ask your suppliers to help you locate sources.
- Don't lift emergency precautions too soon. Recovery to 100% safe conditions take longer than you think.
- Establish contacts with local authorities and National Guard to make sure repair crews are allowed into the disaster area.
- Propane generators are more feasible at subscriber line concentrator sites-they last 4 to 5 times longer than gasoline generators.
- Don't forget emergency power at warehouse locations.
- Arrangements should be made in advance to fill cooling tanks at central office locations should water become unavailable.
- Emergency operations centers should have a portable cellular telephone for emergencies.

- Emergency power is critical. Distributed network intelligence makes the system more vulnerable to power outages:
 - emergency generators must be deployed and refueled.
 - security of the generators is a problem – people will steal them in order to have electricity.
 - test emergency generators under load for extended periods.
 - the company should assure that all generators deployed have compatible connectors
 - qualified mechanics must be kept on standby.
- The ability of your forces to reach all areas will be restricted due to:
 - curfew
 - roadblocks
 - limited fuel supplies
 - Food, water and lodging must be arranged ahead of time and contingencies should be included in planning.
 - Where available you may want to choose natural gas for emergency generator to supplement propane.
- Distilled water will last longer than bottled water.

Appendix A**Emergency Operation Officials**

<u>Function</u>	<u>Employee</u>	<u>Telephone Numbers</u>
President	Jody Fail	601-764-2195
Vice President Operations	James Garner	601 214-6934 601 -326-4177
Director Network Operations	Brent Fisher	601-842-4494 601 326-4178
Director of Operations and Revenue Assurance	Lisa Wigington	601-278-0495 601 326-4158
Operations Manager	Forrest Collier	601-572-9038 601 326-4179
Emergency Coordinator	Forrest Collier	601-572-9038
Purchasing Agent	Lisa Wigington	601-278-0495
Safety Coordinator	Carnell McAlister & Ann Cash	731-742-2211 / 731-742-2251
Business Office Manager	Ann Cash	731-742-2211 / 731-742-2251
Central Office Manager	Tony Mathis	731-742-2251 / 731-742-3000
Outside Plant Manager	Carnell McAlister	731-742-2211 / 731-742-3000
Call/Dispatch Manager	Ann Cash & Carnell McAlister	731-742-2211 / 731-742-3000

Appendix B**Building Representatives**

Building	Bradford Central Office
Address	224 E Main St Bradford TN 38316
Representative	Carnell McAlister / Tony Mathis / Ann Cash 731-742-2211 / 731-742-2251

Building	Rutherford Central Office
Address	120 E Mill St. Rutherford TN 38369
Representative	Carnell McAlister / Tony Mathis 731-665-6101

Building	Atwood Central Office
Address	25 Back St. Atwood TN 38220
Representative	Carnell McAlister / Tony Mathis 731-662-7101

Building	Trezevant Central Office
Address	175 E Front St Trezevant TN 38258
Representative	Carnell McAlister / Tony Mathis 731-669-3001

Appendix C

Employee # 516377
Name Robert M Adams
Department Maintenance
Work 731-742-2211
Mobile [REDACTED]
Home [REDACTED]

Employee # 505856
Name Pamela Jane Appleton
Department Customer Care
Work 731-742-2211
Mobile [REDACTED]
Home [REDACTED]

Employee # 505923
Name Joel B Branson
Department Outside Plant
Work 731-742-2211
Mobile [REDACTED]
Home [REDACTED]

Employee # 505870
Name Adralyn C Cash
Department Customer Care
Work 731-742-2211
Mobile [REDACTED]
Home [REDACTED]

Employee # 505854
Name Michael H Lowery
Department Outside Plant
Work 731-742-2211
Mobile [REDACTED]
Home [REDACTED]

Employee # 505997
Name Tony R Mathis
Department Central Office
Work 731-742-2211
Mobile [REDACTED]
Home [REDACTED]

Employee # 516946
Name Rodney Bane
Department Central Office
Work 731 742-2211
Mobile [REDACTED]
Home [REDACTED]

Employee Contact Information

Employee # 505871
Name Carnell A McAlister
Department Outside Plant
Work 731-742-2211
Mobile [REDACTED]
Home [REDACTED]

Employee # 505869
Name Nelda Jo McCartney
Department Customer Care
Work 731-742-2211
Mobile [REDACTED]
Home [REDACTED]

Employee # 505946
Name Teresa Russell
Department Accounting / Customer Care
Work 731-742-3914
Mobile [REDACTED]
Home [REDACTED]

Employee # 505991
Name Joyce K Stanfill
Department Accounting / Customer Care
Work 731-742-3914
Mobile [REDACTED]
Home [REDACTED]

Employee # 505970
Name James D Walker
Department Outside Plant
Work 731-742-2211
Mobile [REDACTED]
Home [REDACTED]

Employee # 505973
Name David L Witherspoon
Department Outside Plant
Work 731-742-2211
Mobile [REDACTED]
Home [REDACTED]

Employee #
Name
Department
Work
Mobile
Home

As soon as conditions are safe, a **Field Survey Team** will be deployed in order to determine the magnitude and impact of the disaster. This team will assess Outside Plant, Remote and Central Office Buildings, and equipment, the assessment will be reported to the **Emergency Coordinator**. The outline shows specific employees and their areas of responsibility. In the event one or more of these employees is absent, the respective manager will reassign the area accordingly.

Central Office

Tony Mathis – Assessment of Central Office Switching Equipment / Network Connectivity / Buildings

Outside Plant

Carnell McAlister – Outside Plant Supervisor

Mike Lowery – Assessment of Outside Plant – Bradford Exchange

David Witherspoon – Assessment of Outside Plant – Rutherford Exchange

Dennis Walker - Assessment of Outside Plant – Atwood & Trezevant Exchange

Appendix E**Central Office & Remotes**

Wire Center	Address	City	Zip
Atwood	25 Cross St	Atwood	38220
County Line	150 Jax Rd	Atwood	38220
Hanks Lake	317 Flippen Schoolhouse Rd	Atwood	38220
Highway 220	11764 Hwy 220	Atwood	38220
Howse	3645 Clay Farm Rd	Atwood	38220
Poplar Springs	226 Cades-Atwood Rd	Atwood	38220
Bradford	224 E Main St	Bradford	38316
Davis Grove	245 John Martin Rd	Bradford	38316
Four Points	487 Old Trenton-Dresden Rd	Bradford	38316
Idlewild	89 Vick Rd	Bradford	38316
Mt Pleasant	406 Trezevant Hwy	Bradford	38316
Taylor Rd	263 Taylor Rd	Bradford	38316
Gann	681 Gann Rd	Bradford	38316
Peavine	289 Griffin Chapel Rd	Bradford	38316
Pisgah	199 Idlewild-Hollyleaf Rd	Bradford	38316
Reynolds Rd	90 Walnut Grove Rd	Bradford	38316
Walnut Grove	279 Herbert Neal Rd	Bradford	38316
Rutherford	120 Mill St	Rutherford	38369
Antioch	232 Antioch Rd	Rutherford	38369
Lonoke	23 Walnut Grove Church Rd	Rutherford	38369
New Hope	10 Will Orr Rd	Rutherford	38369
Northern's Chapel	167 Trimble Hwy	Rutherford	38369
Turkey Lane	82 Kenton Hwy	Rutherford	38369
Webb	2 Webb Rd	Rutherford	38369
Trezevant	175 Front St	Trezevant	38258
Hollyleaf	2A Republican Grove Rd	Trezevant	38258
Power Station	2679 Highway 77	Trezevant	38258
Republican Grove	2637 Republican Grove Rd	Trezevant	38258
Wingo	1898 Wingo Circle	Trezevant	38258
Bradford Highway	3018 Highway 105	Trezevant	38258

Appendix F (SEE ATTACHED LIST)**Central Office Detail and Remote**

Central Office Detail and Remote

Location	Bradford CO, Bradford TN
Host	N/A
Remote Switch	
DLC	
ESA	
Standby Generator	Kohler/135
Fuel Type	Diesel
Fuel Capacity	200 gal
Alternate Routing	N/A

Location	Rutherford CO, Rutherford TN
Host	Bradford CO, Bradford TN
Remote Switch	N/A
DLC	
ESA	
Standby Generator	Kohler/60
Fuel Type	Natural Gas
Fuel Capacity	N/A
Alternate Routing	

Location	Atwood CO, Atwood TN
Host	Bradford CO, Bradford TN
Remote Switch	N/A
DLC	
ESA	
Standby Generator	Kohler/60
Fuel Type	Natural Gas
Fuel Capacity	N/A
Alternate Routing	

Location	Trezevant CO, Trezevant TN
Host	Bradford CO, Bradford TN
Remote Switch	N/A
DLC	
ESA	
Standby Generator	Kohler/60
Fuel Type	Natural Gas
Fuel Capacity	N/A
Alternate Routing	

Appendix G Generator Assignments (SEE ATTACHED LIST)

Appendix G		Generator Assignments	
Central Office Remote, DLC Location	Type	Voltage/Connection	Generator #
Bradford CO, Bradford TN	Kohler Diesel	135/RZG	
Rutherford CO, Rutherford TN	Kohler Natural Gas	60/RZG	
Atwood CO, Atwood TN	Kohler Natural Gas	60/RZG	
Trezevant CO, Trezevant TN	Kohler Natural Gas	60/RZG	
Generac 3500 Watt Serial # 1365145	Portable	110/220	WT3K-1
Steele 9000 Watt Serial #JD420090100270	Portable	110/220	WT9K-2
Steele 9000 Watt Serial #JD420090100382	Portable	110/220	WT9K-3

NOTE: *All personnel involved with generator mobilization will be trained on proper procedures in providing standby power to the designated switch sites.*

Appendix H**Suppliers/Contractors List****Appendix H****Suppliers/Contractors List**

Company	Contact Name	Phone No	Supply/Services
Embarq Logistics		800-755-1950	Equipment & Supplies
House Construction			Construction
Power & Telephone	Ron Davis Robert Venneman	901-320-3486	Equipment & Supplies
Graybar			Equipment & Supplies
Telephone Switching	Larry Hart	731-686-0888	New & Used Equipment
Alpine Power	Mike Traylor	901-357-9958	Batteries & Rectifiers
Nolan Battery	Russell Smith	504-733-7912	Batteries & Rectifiers Fiber & Copper
OBT Construction	David Bell	731-431-9428	Construction
Greenfield Lumber	Mike Caudle	731-235-2441 731-225-1400	Construction
Horne Heating & Cooling	Ronnie Horne Andy Horne	731-742-3480 731-742-2152	Heating & Cooling

Appendix I**Local Vendor List**

Location	Gasoline/Fuel	Hardware & Supplies
Mack's Hardware - Atwood	No	Yes
Gibson Farmers Co-op - Trenton	Yes	Yes
G&C Supply - Atwood	No	Yes
Bradford Quick Stop - Bradford	Yes	No
Trading Post - Bradford	Yes	No

Note 1: Supplies for emergency repairs can be purchased locally from the above list of vendors. Employees must provide a valid company ID, and purchase order number.

Appendix J**Agency List****Federal List**

Federal Communications Commission	1-888-225-5322	
FAA - Local Flight Safety Service	1-334-441-6675	
Federal Emergency Management Agency (FEMA)	1-800-638-6620	
Senator Lamar Alexander	731-423-9344	Jackson Tn Office
	202-224-4944	DC
Senator Bob Corker	731-424-9655	Jackson Tn Office
	202-224-3344	DC
Congressman John Tanner	731-423-4848	Jackson Tn Office
	202-225-4714	DC
Governor Phil Bredesen	615-741-2001	

Tennessee State List

Tennessee Regulatory Authority	1-800-342-8359	Toll Free
Tennessee Regulatory Authority	1-615-741-3939	Long Distance
Tennessee Emergency Management Agency (TEMA)	1-800-262-3300 or 615-741- 0001	Nashville
	1-800-322-7340 or 731-422- 3300	Jackson
Tennessee Environmental Protection Agency	615-532-0109	
Tennessee Department of Conservation	1-888-891-8332	
Tennessee Department of Public Safety	615-257-5175	
Tennessee State Troopers	615-281-5175	
Tennessee Highway Patrol	731-423-6630	
Tennessee Department of Transportation (TDOT)	731-855-7823	

Local Emergency Services

Atwood

City Hall	731-662-7689
Fire Dept	911
Ambulance	911
Police	911

Bradford

City Hall	731-742-3465	
Fire Dept	911	731-692-3714
Ambulance	911	
Police	911	731-742-3570

Rutherford

City Hall	731-665-7166	
Fire Dept	911	731-665-6590
Ambulance	911	
Police	911	

Trezevant

City Hall	731-669-4831	
Fire Dept	911	731-669-6170
Ambulance	911	
Police	911	

Gibson County

Gibson Co Sheriff Dept	731-855-1121	911
Gibson Co EMA	731-855-7688	911
Gibson Co EMS	731-855-7690	911
Gibson Co Fire Dept	731-855-7625	911

Carroll County

Carroll Co Sheriff Dept	731-986-8947	911
Carroll Co EMA	731-986-1912	
Carroll Co Emergency Operations Center	731-986-1916	
Fire Dept Rural Volunteer	731-986-1912	
Rescue Squad	731-986-8318	

Security Systems

Systems Unlimited	731-422-9992
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Appendix K

Fire, Police & EMS Departments

Atwood

City Hall	731-662-7689
Fire Department	731-662-7689

Bradford

City Hall	731-742-3465
Fire Department	731-742-2271
Police	731-742-3570

Rutherford

City Hall	731-665-7166
Fire Department	731-665-6690

Trezevant

City Hall	731-669-4831
Fire Department	731-669-6170

Appendix L**Municipalities & Other Utilities**

Exchange	Name	Phone
Bell South *	24/7 Contact	888-920-2092
Bell South *	24/7 Contact	888-920-2225

Utilities

Electric	Carroll Co Electric Dept	731-986-8284
	Gibson Electric	731-855-4660
	Milan Public Utility Dept	731-686-1537
	Weakly Co Electric	800-553-7409

Gas	Gibson Co Utility District	731-855-1441
	West Tn Public Utility District	731-986-8289

Water		
County	Gibson Co Municipal Water Dist	731-855-0411

City	Atwood City Hall	731-662-7689
	Bradford City Hall	731-742-3465
	Rutherford City Hall	731-665-7166
	Trezevant City Hall	731-669-4831

*1) You should have as much information as possible for any of the facility interconnections including T1, DS3 and fiber you are trying to report. CLLI codes for both ends of the facility, the skid for the Fiber and the CLO off of the word document if you have a copy of the TIRKS design card, are also important information requirements.

*2) If you are trying to report a trunk group that is out of service the 2/6 (Two-Six) code will help the process. This information is also found on the TIRKS design card.

Appendix M
Appendix M

Other Agencies

Other Agencies

Exchange	Name	Number
Carroll County	County Court Clerk	731-986-1960
	County Executive	731-986-1936
	Health Department	731-986-1990
	Highway Department	731-986-1998
Gibson County	County Court Clerk	731-855-7642
	County Executive	731-855-7613
	Health Department	731-855-7601
	Highway Department	731-855-7684
State of Tennessee	Department of Transportation	731-855-7823
	District Attorney General - Trenton	731-855-7813
	District Attorney General - Huntingdon	731-986-5031
	National Guard	731-855-7836
	Highway Patrol - Jackson	731-423-6630

Appendix N**Medical Facilities****Appendix N****Medical Facilities****Hospitals**

Bradford Family Medical Center	163 E Main St	Bradford	731-742-2241
Baptist Memorial	Hwy 22 Bypass	Huntingdon	731-986-4461
Gibson General	200 Hospital Dr	Trenton	731-855-7900
HCA Regional	367 Hospital Blvd	Jackson	731-661-2000
Humboldt General	3525 Chere Carol Rd	Humboldt	731-784-2321
Jackson Madison County General	708 W Forest Av	Jackson	731-541-5000
McKenzie Regional	945 Highland Dr N	McKenzie	731-352-5344
Milan General	4039 Highland	Milan	731-686-1591
Rutherford Medical Clinic	104 E Main St	Rutherford	731-665-7741

Appendix O**Media List****Radio**

WTNE	Trenton TN	731-855-0098
WYNU 92.3	Jackson TN	731-427-3316
WSLZ	Humboldt TN	731-784-1053
WCDZ 95.1	McKenzie TN	731-352-9500
WWYN 106.9	Jackson TN	731-422-2555

Television

WBBJ	Jackson TN	731-424-4515
WREG CH 3	Memphis TN	901-543-2333
WMC CH 5	Memphis TN	901-726-6670

Newspapers

Herald Gazette	Trenton TN	731-855-1711
Milan Mirror Exchange	Milan TN	731-686-1632
Tri-City Reporter	Dyer TN	731-692-3506

Appendix P**Insurance Company List**

INFORMATION KEPT AT CORPORATE: 236 E. CAPITOL STREET, JACKSON, MS. 601-354-9070