

**Emergency Operations Center  
(TDS Telecom Operational Disaster Recovery  
Plan)**

**TABLE OF CONTENTS**

**1. PURPOSE - WHO CAN DECLARE AN EMERGENCY? ..... 3**

**2. NOTIFY THE EMERGENCY RESPONSE TEAM (ERT) ..... 3**

**3. ASSESS THE SITUATION ..... 4**

**4. ENABLE RESOURCES .. .....5**

**5. RECOVERY PROCEDURES ..... 5**

**8. ACRONYMS ..... 5**

## **1. PURPOSE - WHO CAN DECLARE AN EMERGENCY?**

- 1.1 In the unlikely event of a disaster that affects TDS TELECOM's ability to deliver services to our customers, general procedures have been developed to facilitate the management of our repair and recovery process. Since all locations are 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 and events, some basic procedures emerge that appear to be common in most cases.
- 1.2 These general procedures should apply to any disaster that affects the delivery of traffic for an extended time period. Such disasters include, but are not limited to: fire, explosion, hazardous material spills, ice and snow storms, tornadoes, hurricanes, floods, physical loss of a switch, terrorism, and workplace violence that would cause damage that would normally require resources outside the local office to repair.
- 1.3 Who can declare an emergency? Any of the Directors in Network Services or the Director of Technical Support, CSSG.

## **2. NOTIFY THE EMERGENCY RESPONSE TEAM (ERT)**

- 2.1. When a problem is experienced, regardless of the severity, the TDS TELECOM Network Management Operations Center (NMO) will begin monitoring the situation. Controls will be appropriately applied to insure the stability of TDS TELECOM's network; and, in the event that a switch or facility node is lost, the NMO will attempt to circumvent the failure using available reroutes.
- 2.2. At the time NMO realizes that resources outside the capabilities of the local office will be required, the NMO will contact one of TDS TELECOM's Emergency Response Team (ERT) members and relinquish control of the recovery efforts. Even though the ERT may take charge of the situation, the NMO will continue to monitor the circumstances and restore traffic as soon as damaged network elements are revitalized.
- 2.3. TDS TELECOM's ERT will assume the Command and Control functions of the disaster and remain in control of the restoration efforts until the problem has been resolved. The dedicated Conference Bridge for declared disasters will be 608-310-2396, and a schedule for regular bridge meetings and updates will be established and communicated to all involved. The ERT will declare the Emergency Operations Center (EOC) in existence and will establish the Network Management Conference Room (#5511) as the location for the EOC.

- 2.4. The telephone number for the TDS TELECOM Network Management Operations Center (NMO) in Madison, Wisconsin is 608-664-4200.

### **3. ASSESS THE SITUATION**

- 3.1. During the early stages of problem detection, the NMO will be able to tell which offices are affected by the catastrophe. The initial restoration activity will be largely determined by the equipment that is affected.
- 3.2. Once the nature of the disaster is determined and the EOC is declared operational, the NMO will initiate reroutes and/or transfers that are jointly agreed upon by the members of the ERT.
- 3.3. For long-term outages, recovery efforts will be coordinated by the Emergency Response Team (ERT). Traffic controls will continue to be applied by the NMO until facilities are re-established. As equipment is made available for service, the ERT will instruct the NMO to begin removing the controls and allow traffic to resume.

### **4. ENABLE RESOURCES**

- 4.1. When an emergency has been declared, the Emergency Response Team (ERT), a group of pre-selected experts, will convene to inventory the damage and initiate corrective actions. These experts have regional access to TDS TELECOM's personnel and equipment and will assume control of the restoration activity anywhere in a TDS TELECOM serving area.
- 4.2. During a major disaster, the ERT may move emergency equipment to the affected location, direct recovery efforts of local personnel and coordinate service restoration activities. They 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.
- 4.3. Part of the ERT's responsibility, after temporary equipment is in place, is to support the NMO efforts to return service to the customers. Once service has been restored, the ERT 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.

## **5. RECOVERY PROCEDURES**

5.1. The nature and severity of any disaster will influence the recovery procedures. One crucial factor in determining how TDS TELECOM will proceed with restoration is whether or not TDS TELECOM's equipment is incapacitated. Regardless of who's equipment is out of service, TDS TELECOM 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.

### **5.2. TDS TELECOM OUTAGE**

#### **5.2.1. Loss of a Central Office**

When TDS TELECOM loses a Central Office, the ERT will:

5.2.1.1. Place specialists and emergency equipment on notice;

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

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

5.2.1.4. Begin reconnecting service for Hospitals, Police and other emergency agencies; and

5.2.1.5. Begin restoring service to other customers.

## **6. ACRONYMS**

6.1. CO - Central Office (TDS TELECOM)

6.2. EOC - Emergency Operations Center

6.3. ERT - Emergency Response Team (TDS TELECOM)

6.4. NMO - Network Management Center