

	rm 481 - Carrier Annual Reporting offection Form			FCC Form 481 OMB Control No. 3060-C July 2013	Descromé c	
<010>	Study Area Code	529014				
<015>	Study Area Name	Virgin Mobile USA	LP			
<020>	Program Year	2014				
<030>	Contact Name: Person USAC should contact with questions about this data	t Andrew M. Lancast	er@sprint.com			
<035>	Contact Telephone Number: Number of the person identified in data line	913-762-6107 2 <030>				
<039>	Contact Email Address: Email of the person identified in data line <0	andy.m.lancaster 030>	≆sprint.com			
ANNUA	AL REPORTING FOR ALL CARRIERS				54.313 Completion Required	54.422 Completion Required
	Service Quality Improvement Reporting		(complete attached wo	rksheet)	(check box wi	hen complete)
<200> <210>	Outage Reporting (voice)	box if no outages to report	(complete attached wo	rksheet)		-
<310>	Unfulfilled Service Requests (voice) Detail on Attempts (voice) Unfulfilled Service Requests (broadband) Detail on Attempts (broadband)		(attach descriptive do			
<400> <410> <420> <430> <440> <450>	Number of Complaints per 1,000 customers Fixed Mobile Number of Complaints per 1,000 customers Fixed Mobile					ımı
<500> <510> <600> <610> <700> <710> <800> <1000> <1010> <1110> <1110>	Service Quality Standards & Consumer Protes 529014wa510 Functionality in Emergency Situations 529014wa610 Company Price Offerings (voice) Company Price Offerings (broadband) Operating Companies and Affiliates Tribal Land Offerings (Y/N)? Voice Services Rate Comparability Terrestrial Backhaul (Y/N)? Terms and Condition for Lifeline Customers	ection Rules Compliance	(check to indicate certif (attached descriptive dou (check to indicate certif (attached descriptive dou (complete attached woi (complete attached woi (complete attached woi (check to indicate certif (attach descriptive doc (if not, check to indicate certif (complete attached woi (complete attached woi	cument) (ication) (cument) (ksheet) (ksheet) (ksheet) (ication) (ication) (ication) (ksheet)		
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<3000> <3005>	nate of neturn carriers, Proceed to Hon Aut	erising eyesinentasiyii III	(check to indicate certifi (complete attached wor			

(100): Data C	(100) Service Quality Improvement Reporting Data Collection Form OMB Control No. 3060-0986/OMB Control No. 3060-0986/OMB Control No. 3060-0919
<010>	· Study Area Code
<015>	Study Area Name
<020>	Program Year 2014
<030>	Contact Name - Person USAC should contact regarding this data
<035>	Contact Telephone Number - Number of person identified in data line <0303
<039>	Contact Email Address - Email Address of person identified in data line <030>
<110>	Has your company received its ETC certification from the FCC?
<111>	
<112>	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is CETC which only receives frozen support, your progress report is only required to address voice telephony service.
	Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.
<113><113><114><115><115><115><115><116><116><117><118><118><118><118><118><118><118	Maps detailing progress towards meeting plan targets Report how much universal service (USF) support was received How (USF) was used to improve service coverage How (USF) was used to improve service capacity Provide an explanation of network improvement targets not met in the prior calendar year.

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Contact Name - Person USAC Should contact regarding this data Andrew W. Lancoucceseporint.com		Code				529014						
Contact Telephone Number of person ridentified in data line 4030- 211-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 211-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 211-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 211-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-7-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-22-5107 Contact Telephone Number of person ridentified in data line 4030- 201-22-5107 Contact Telephone Number of person ride	1	ar ar				Virgin Mobile US	- 1					
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cd)	Contact ren	ephone Number	Number of per	son identified	in data line <0	30> 913-762-6107						
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Outage Start Outage Find Outage End Outage Find Outage Start Outage Start Outage End Out	NORS							<0>	é>	\$	<8>	¢
160 (161) (1	Reference		Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected		911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas	Service Outage	Preventative
See attached worksheet									Aidde about	(res / no)	Resolution	Procedures
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State Regulated Fees Total Rate and Fees Chippes Chipp	Contact Name - Person U	SAC should contact regarding t	his data Au	drew M. Lancaster	Weprint.com				
State Regulated State Regulated Fees Total Rate and Fees Broadband Service - Upload Speed (Mbps) (GB) (GB) Sheet	Contact Telephone Numb	Der - Number of person identifi	d in data line <030>	913-762-6107					
Exchange (LLC) Residential Rate Sate Regulated Total Rate and Fees Total Rate Rate Rate Rate Rate Rate Rate Rate	Contact Email Address - E	mail Address of person identifi	ed in data line <030>	andy.m.lancaster	@sprint.com				
Exchange (ILEC) Residential Rate Feess Total Rate and Fees Downhood Speed (Mbps) (IAB) See attached WORKSheet WORKSheet See attached Worksheet See attached See attach	•			4		***		**	
Exchange (ILEC) Residential Rate Frees Total Rate and Fees (Mbps) Upload Speed (Mbps) (GB) See attached WOrksheet WOrksheet Total Rate and Fees (Mbps) (GB)				Crate Decripted		Broadband Service -			Usage Allowance
	State	Exchange (ILEC)	Residential Rate	Fees	Total Rate and Fees	Download Speed (Mbps)	Broadband Service -	Usage Allowance	Action Taken When
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FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013									Doing Business As Company or Brand Designation			1991									
		1	us a ur	Andrew M. Lancaster@corint	17	zaster@sprint.com			 SAC		September 1	Day Dollary									
(800) Operating Companies Data Collection Form	<010> Study Area Code 529014	<015> Study Area Name	Program Year	Contact Name - Person USAC should contact regarding this data	Contact Telephone Number - Number of person identified in data line <030.	<039> Contact Email Address - Email Address of person identified in data line <030> andy .m. lancaster sprint.com	<810> Reporting Carrier Virgin Mobile USA LP	<812> Operating Company	Affiliates												

(1100) A	(1100) No Terrestrial Backhaul Reporting	FCC Form 481
	rection rorm	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	529014
<015>	Study Area Name	Virgin Mohile Itsa in
<020>	Program Year	1
930	Contact Name - Person USAC should contact regarding this data	Andrew M. Lancasterwsprint.com
<0355	Contact Telephone Number - Number of person identified in data line <030>	913-762-6107
<039>	١. ا	andy.m.lancaster@sprint.com
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)	
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps	
	upstream within the supported area pursuant to § 54.313(G)	

(1200) T Lifeline	(1200) Terms and Condition for Lifeline Customers Lifeline	ECC Form 481
Data Co	Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	529014
<015>	Study Area Name	Virgin Mobile HSa i.b
<020>	Program Year	- 1
<030>	Contact Name - Person USAC should contact regarding this data	Andrew M. Lancasrergenrint com
<035>		
<039>		
<1210>	<1210> Terms & Conditions of Voice Telephony Lifeline Plans	
		Name of attached document (.pdf)
<1220>	· Link to Public Website	HTTP http://www.assurancewireless.com/Public/TermsandConditions.aspx
	"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.42(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:	
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	
<1222>	Details on the number of minutes provided as part of the plan,	Ŋ
<1223>	<1223> Additional charges for toll calls, and rates for each such plan.	

17:215 State Accordance 17:215 Accor	Other Standy Lets Name Context N	Data Co Includin	Data Collection Form Including Rate-of-Return Carriers offiliated with Price Cap Local Exchange Carriers	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
2012 Story Area Name 2015 Contact threat Found (1915 Story Area Name 2015 Contact threat Person USAC Louis Concact Legacing this data 2015 Contact threat Person USAC Louis Concact Legacing this data 2015 Contact threat Report (1915 Story Area Name of Person Information for the Cap. 11, 71, 21, 217 2015 Contact threat Report Number of person information from (2015 Story Area Name of Person Information (2015 Story Area Name of Area Name of Area Name of Area (Story Area Name of Area (Story	2021 Study the Name 2022	<010>		
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CHECK the boase below to note compliance as a recipient of incremental Connect America Phase I support, frozen High Cost support, High Cost support to offert access charge reductions, and Connect America Phase II incremental Connect America Phase I information reported on this form and in the documents attached below is accurate. Incremental Connect America Phase I reporting And You of Certification 47 CR § 54.3316 x 3 And You of Certification 47 CR § 54.3316 x 3 And You of Certification 47 CR § 54.3316 x 3 And You of Certification 47 CR § 54.3316 x 3 And You of Certification 47 CR § 54.3316 x 3 And You of Certification 47 CR § 54.3316 x 3 And You of Certification 47 CR § 54.3316 x 3 And You of Certification 47 CR § 54.3316 x 3 And You of Certification 47 CR § 54.3336 x 3 And You of Ce	CHECK the boxes below to note compliance as a recipient of incremental Connect America Phase i support, fracen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase i support as set forth in 47 CR 8 54.3319b)(s),(d),(a) the information reported on this form and in the documents attached below is accurate. COLIS 2013 Force Support Certification (47 CR 8 54.3318b)(s) Five Cap Carrier Receiving Frozen Support Certification COLIS 2015 Frozen Support Certification COLIS 2015 Frozen Support Certification COLIS 2015 Frozen Support Certification CONNECT America Phase in Reporting (47 CR 8 54.3316b) Five Cap Carrier Connect America (27 CR 8 54.3316b) Five Cap Carrier Connect America (27 CR 8 54.3316b) Connect America Phase in Reporting (47 CR 8 54.3316b) Connect America Phase in	<035>	Contact Telephone Number - Number of person identified in data line 2020. 313, 253, 232	Wesprint.com
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Prograss Report on 5 Year Plan Milestone Certification (47 CFR § 54.3 Pleaze check this box to confirm that contains the required information pur recipient of CAF Phase II support shall addresses of community anchor insitt access to broadband eavier in the pr decess to broadband eavier in the pr decess to broadband eavier in the pr contains broadband to promise (47 CF I your company a Privately Head ROB II your company a Privately Head ROB Please check these boxes to confirm to requires: Electrons copy of their annual RUS re Telecommunications Borrowers) PDF of Balance Sheet, Income Stateme If the response is yes on line 3014, Is yell the response is yes on line 3014, Is yell the response is yes on line 3014, Is yell the response is yes on line 3014, Is yell the response is yes on line 3018, piec confirm your submission, on line 3026 Effer a copy of their audited financial in a format companishe to RUS Operating R Management letter issued by the indep that performed the company's financial if the response is no on line 3014, piecs confirm your submission, on line 302 confarm your submission, on line 303 confarm your submission, on line 303 confarm Underfying information subjected to an PDF of Balance Sheet, Income Statemen	5 ±	e boxes below to note compliance on Its five year service quality plan (pursu OR § 54-313(f)(2). I further certify that	ant to 47 CR § 54.202(a)) and, for privately held carriers, ensurin the information reported on this form and in the documents arts	£ compliance with the financial reporting requirements set forth in 47
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Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers). The communications Borrowers) The response is ves on in a 3014, plasa check the boxes below to confirm your submission, on line 3018, plasas check the boxes below to confirm your submission, on line 3018, plasas check the boxes below to confirm your submission, on line 3018, plasas check the boxes below to confirm your submission, on line 3018, plasas check the boxes below to confirm your submission, on line 3018, plasas check the boxes below to confirm your submission, on line 3018, plasas check the boxes below to confirm your submission, on line 3018, plasas expected to a review by an independent certified public accountant that performed to RUS Operating Report for Telecommunications to confirm your submission, on line 3018, plasas expected to a review by an independent certified public accountant. The response is ves on line 3018, plasas cheek, the boxes below to confirm your submission, on line 3018, plasas expected to a review by an independent certified public accountant. The response is the comparable to RUS Operating Report for Telecommunications below the morksheet isting required information When the response is not need to an officer certification. Polic of Balance Sheet, Income Statement of Cash Flows Attach the worksheet listing required information		**************************************		(ves/No)
PDF of Balance Sheet, Income Statement and Statement of Cash Flows If the response is yes on line 3014, attach your company's RUS annual report and all required documentation If the response is yes on line 3014, attach your company audited? If the response is yes on line 3014, attach your company audited? If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3018, please check the boxes below for defaulte company's financial audit. If the response is no on line 3018, please check the boxes below for confirm your submission, on line 3018, please check the boxes below for confirm your submission, on line 3026 pursuant to § 54.313(fi(2), contains. Copy of their financial statement which has been subject to review by an independent certified public accountant. Copy of their financial statement and Statement of Cash Flows Independent certified public accountant and Statement of Cash Flows Independent certified public accountant PDF of Balanca Sheet, Income Statement and Statement of Cash Flows Attach the worksheet Isting required information		extrons copy of their annual RUS reports (Operating Report for elecomunications Borrowers)		
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<010>	Study Area Code	529014	
<015>	Study Area Name	Virgin Mobile USA LP	
<020>	Program Year	2014	
<030>	Contact Name - Pers	on USAC should contact regarding this data Andrew M. Lancaster@sprint.com	
<035>	Contact Telephone N	lumber - Number of person identified in data line <030> 913-762-6107	
<039>	Contact Email Addre	ss - Email Address of person identified in data line <030> andy.m.lancaster@sprint	. com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

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<010>	Study Area Code	529014
<015>	Study Area Name	Virgin Mobile USA LP
<020>	Program Year	2014
<030>	Contact Name - Person USA	Should contact regarding this data Andrew M. Lancaster@sprint.com
<035>	Contact Telephone Number	Number of person identified in data line <030> 913-762-6107
<039>	Contact Email Address - Ema	il Address of person identified in data line <030> andy.m.lancaster@sprint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

I certify that (Name of Agent)	Is authorized to submit the information reported on behalf of the reporting carrier. onsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized crovided to the authorized agent is accurate.
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	044.
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:

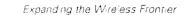
TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent	Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier
l, as agent for the reporting carrier, certify that I am auth the data reported herein based on data provided by the	norized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided reporting carrier in the course of my knowledge, the information reported herein is accurate.
Name of Reporting Carrier:	
Name of Authorized Agent or Employee of Agent:	
Signature of Authorized Agent or Employee of Agent:	Date;
Printed name of Authorized Agent or Employee of Agent:	Jack.
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Docket UT-133009

Steve Largent

August 16, 2012

Mr. Dan Hesse President and Chief Executive Officer Sprint Nextel Corporation 6200 Sprint Parkway, Mailstop: KSOPHF0410-4A421 Overland Park, KS 66251

Dear Dan:

Congratulations! This letter is to notify you that Sprint Nextel Corporation ("Sprint") and the Sprint Prepaid Group (Virgin Mobile USA, Boost Mobile, and Assurance Wireless) have completed the recertification process for the CTIA Consumer Code for Wireless Service ("Voluntary Consumer Code") for the period January 1, 2012 – December 31, 2012, and are deemed compliant with the principles, disclosures and practices set forth in the Voluntary Consumer Code. Accordingly, Sprint, Virgin Mobile USA, Boost Mobile and Assurance Wireless are authorized to use and display the CTIA Seal of Wireless Quality/Consumer Information, subject to the terms and conditions set forth in the attached License Agreement.

Please ensure that the relevant employees of Sprint, Virgin Mobile USA, Boost Mobile and Assurance Wireless review the License Agreement before using the Seal. Use of the Seal constitutes acceptance of these terms and conditions. Upon request, CTIA will provide two specimens (color and black/white) of the Seal for use on Sprint's, Virgin Mobile USA's, Boost Mobile's and Assurance Wireless' respective websites and in their respective collateral materials. If you should have any questions concerning the recertification process or use of the Seal, please contact Michael Altschul, CTIA's Senior Vice President & General Counsel, at (202) 736-3248 or <a href="mailto:mailt

CTIA commends Sprint for its ongoing leadership and participation in the CTIA Voluntary Consumer Code, and we look forward to continuing to work with Sprint on this important industry initiative.

Sincerely,

Steve Largent

Attachment

cc: Charles McKee

Congratulation!

Vice President, Government Affairs - Federal & State Regulatory





SEAL OF WIRELESS QUALITY/CONSUMER INFORMATION

LICENSE AGREEMENT

Company is hereby granted a non-exclusive, world-wide, royalty-free license to use CTIA's Seal of Wireless Quality/Consumer Information ("Seal") to represent that Company voluntarily adopts and follows the CTIA Consumer Code for Wireless Service and has certified such to CTIA.

CTIA permits the use of appropriate references to CTIA and the Seal solely in connection with the CTIA Consumer Code for Wireless Service Program. References to the Seal shall not be misleading as to the extent of Company's voluntary support and participation in the CTIA Voluntary Code for Consumer Information program. The Seal may appear in Company's advertising, promotional material or other literature to indicate its voluntary and consistent application of the CTIA Consumer Code for Wireless Service.

Upon CTIA's acknowledgement of Company's certification, CTIA shall supply Company with a specimen of the Seal. Company shall not modify or alter the Seal without prior written permission from CTIA, and such permission shall not be unreasonably withheld. Company agrees to amend or discontinue the use of the Seal upon written request of CTIA. Company shall immediately cease use of the seal upon receipt of CTIA's written notice to do so.

Company assumes full and complete responsibility for its use of the Seal, and agrees that its use of the Seal constitutes a declaration that Company voluntarily adopts and follows the principles set forth in the CTIA Consumer Code for Wireless Service.

Use of the Seal for other purposes than those stated in this License Agreement is an unauthorized use of the Seal and is strictly prohibited.

This license may be renewed annually subject to Company's successful completion of the certification process.

Use of the Seal constitutes acceptance of these legal terms and conditions.

Suite 600 Washington, DC 20036 Main 202,736,3200 www.ctia.org Docket UT-133009

Sprint

Sprint Business Continuity Program Overview

Disclaimer

This document may not be duplicated, modified, used by, disclosed or forwarded to a third party without the prior express written consent of Sprint Nextel Corporation.

Purpose

The purpose of this document is to provide approved information that can be shared with interested parties in order to illustrate that Sprint is committed to an efficient and effective corporate approach with respect to Business Continuity Planning, Incident Management and Disaster Recovery. This document will explain the core components of the Sprint Business Continuity Program and the structure by which it is implemented.

Business Continuity Program Mission

Assure the continuation of Sprint's mission critical business operations and services. Minimize financial damage and damage to Sprint's brand, its employees and customers, following significant business disruptions.

Program Introduction

As businesses, government agencies, and individual consumers become more and more reliant on wireline and wireless communications, as well as remote access to information, the concept of Business Continuity has never been more important. Sprint takes Business Continuity to the next level by ensuring that it is part of the corporation's business philosophy. This philosophy promotes utilizing business continuity principles, guidelines, and standards by all company employees in their day to day business operations.

Sprint's Business Continuity (BC) Program is based on industry accepted principles. Sprint has adapted key principles from the Disaster Recovery Institute International (DRII), ASIS Organizational Resilience Standard, Federal Emergency Management Agency (FEMA), Business Continuity Institute (BCI), American National Standards Institute (ANSI), NFPA 1600, and several Military Specifications (Mil-Spec) standards, into 3 BC Program Elements: Program Governance, Incident Management, and Continuity Analysis & Planning, as defined below:

Program Governance

<u>Program Governance Structure</u>— Program structure, mandate and executive sponsorship is required to ensure a comprehensive Business Continuity Program.

<u>Program Management & Continuous Improvement</u> - Overall program management and continuous improvement includes all of the documentation and efforts designed to ensure a well-defined BC program that seeks to continually mature performance and processes.

Incident Management

Incident Management & Crisis Communications – Enterprise Incident Management Team (EIMT) and Incident Management Team (IMT) documentation, training, exercises and continuous improvement are required for those teams that have roles and responsibilities before, during or after an incident that significantly affects Sprint's employees, customers and/or shareholders.

Continuity Analysis & Planning

<u>Criticality Analysis & Risk Management</u> – Criticality Rating is necessary for prioritizing tasks and recovery. Risks that threaten the company's critical functions, vendors, sites, systems and network elements, require due diligence that result in decisions to mitigate or accept the risks.

<u>Mitigation Strategies & Plan Development</u> - After determining criticality and risks, the next steps include devising the appropriate mitigation strategies and recovery capabilities. BC plan development is formalized using on-line tools.

Program Governance Structure Overview

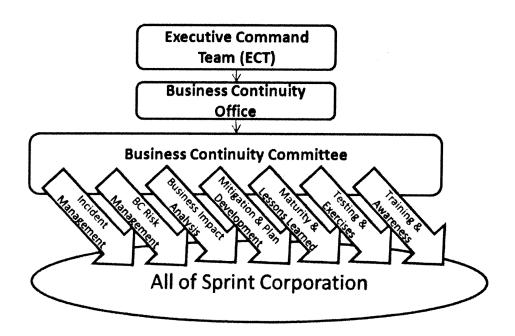
Overall BC Program governance requires executive sponsorship, a structure for decision making, and a means to direct and manage incremental changes towards goals and objectives. Sprint's program governance structure achieves each of these requirements and accomplishes them through inclusion and diversity of thought and viewpoint. The following describes the program governance structure that begins with the highest levels of the company and leverages management and expertise for optimal effectiveness.

Executive Command Team (ECT) - The ECT consists of Sprint's highest level executives, representing all critical Sprint functions. The ECT provides executive sponsorship of the overall Business Continuity Program and is briefed on issues and status of projects that require senior executive attention.

Business Continuity Office (BCO) - The BCO is the program office responsible for establishing the policy, structure, and methodology for developing, maintaining, and testing enterprise-wide BC and Disaster Recovery Plans. During an incident, the BCO is responsible for coordinating cross functional incident management activities of the Enterprise Incident Management Team (EIMT).

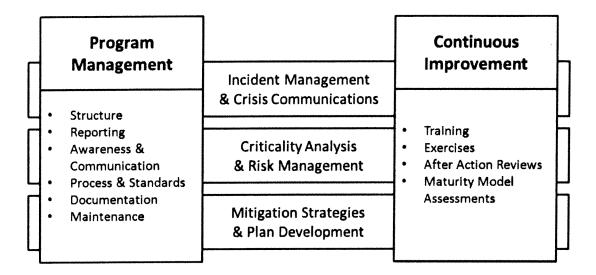
Business Continuity Committee (BCC) – The BCC is comprised of Business Continuity Teams (BCTs). The BCC is responsible for assuring business continuity policies, guidelines, standards and tools are implemented consistently across the company and acts as a forum for business continuity discussions. BCTs have overall responsibility for the implementation of business continuity initiatives within their individual business units and act as business unit Incident Management Teams (IMT) for their business units when disasters occur. The BCC has various sub-committees that focus on proactive planning, incident management, tools and training, awareness, pandemic planning and other issues that require attention.

Program Governance Structure



Program Management & Continuous Improvement

The concepts of Program Management and Continuous Improvement are the overarching control elements that bookend all other aspects of the BC Program. For each of the other Program Elements, Program Management efforts will provide definition of what the Program Element should accomplish and the methods used to achieve objectives. The Continuous Improvement efforts provide a means to keep the Program Elements evergreen, current, and striving for maturity.



Program Management:

- Awareness & Communications Employees and management are informed of current Business Continuity efforts or awareness campaigns through internal communication methods that often target all employees in the company.
- Process, Standards & Documentation— Common terminology, methodologies and formal documentation on standards and procedures help our large company stay consistent and current. All program documents are to be reviewed annually, at a minimum, with all key stakeholders.
- Reporting Each year, the Business Continuity Office formally reports to Sprint's Executive
 Management on the efforts and status of the Business Continuity Program and partners with
 Corporate Audit on reporting risk information to the Board of Directors.
- Maintenance Frequent reviews of plan details and processes are updated in a timely manner, following changes to contacts, suppliers, processes, organizational structures, etc.

Continuous Improvement:

- Training Annual training cycles are followed to ensure familiarity with systems, processes and peer organizations. Ad-hoc training is also conducted for new team members or procedure changes.
- Exercises Exercises are used to evaluate plans, educate personnel, and test functions and
 operational capability of Sprint's response organizations. Information related to these exercises is
 propriety to Sprint. Additionally, as part of the nation's critical infrastructure, Sprint participates in
 coordinated situation drills with FEMA, the Department of Homeland Security (DHS), and state
 emergency management agencies to ensure coordinated preparedness and response during a
 disaster. The most common types of exercises conducted are: Tabletop, Walk-through, Functional
 drills, and Full-scale.

<u>Tabletop Exercises</u> - In a round-table setting, members of the response team meet to discuss their responsibilities and describe how they would react as a team to an emergency scenario.

They identify areas of overlap and confusion in a cost-effective and efficient manner before conducting a more demanding exercise.

<u>Walk-Through Drills</u> - Both management and the response team perform their emergency functions within the emergency response location.

<u>Functional Drills</u> - Tests designed to target specific functional processes within the recovery plan such as notification, response, communications, documentation, and team cohesiveness. In most cases, these functions should be tested separately to help identify improvement areas and to eliminate confusion. Observers are often used to evaluate these exercises.

<u>Full-scale Exercises</u> - Exercises simulated to be as close as possible to a real-life disaster. They may involve a combination of response teams, management, field operations, and outside agencies. During the simulated exercise, team members are expected to actually perform their disaster responsibilities.

- After Action Reviews (AARs) Following an incident or an exercise, an AAR is conducted to ask
 participants to identify areas of success and improvement. These are documented as Lessons
 Learned and tracked to satisfactory completion.
- Maturity Sprint uses an internally developed Maturity Model for benchmarking Business Continuity
 Program success and progress. The model is based on the Capability Maturity Model as developed
 by Carnegie Mellon University.

Incident Management & Crisis Communications

Knowing that unexpected events occur, Sprint's Incident Management and Crisis Communications teams are highly trained and tested. As with the overall program governance structure, full executive support and authority is integrated into the incident management structure. Sprint's seasoned professionals, across multiple fields of expertise, have responded to all major disasters impacting the United States in the last 13 years.

Executive Command Team (ECT) – During a disaster, the ECT is kept apprised of all activities and status. If the incident requires chief executive involvement, the ECT members engage to provide guidance and approval to make necessary response and recovery decisions. The Chief Executive Officer (CEO) is the Chairperson of the ECT.

Enterprise Incident Management Team (EIMT) – The Enterprise Incident Management Team (EIMT) convenes quickly as a way of sharing impact, status and critical decision-making during an incident. This team is flexible and scalable and built on the premise of an all-hazards response approach.

Incident Management Teams (IMTs) – An IMT consists of members of a single business unit and is designed to meet the needs of the company, customers and employees at the time of an incident. Examples of IMTs include IT, Network, Human Resources, Customer Care, Corporate Security and others. In all, there are more than 20 IMTs, each of varying size and complexity, capable of responding quickly and effectively to a wide array of issues. Each IMT have a designated chairperson that represents their organization on the EIMT call when the incident requires an EIMT response posture.

Continuity Analysis & Planning

Sprint formally analyzes risks and criticality of all parts of the business that could cause impacts or disruptions, if not properly mitigated and planned. These elements of the program ensure the proper priority and attention is applied to mitigation and plan development efforts.

Criticality Analysis:

Through various forms of analysis, such as Business Impact Analysis (BIA), criticality of business processes, applications, vendors, sites, network elements and other business aspects are determined. The criticality defines the appropriate level of mitigation and planning that is necessary. Critical business processes require a comparable criticality assigned to the applications they use, the suppliers they need and other dependencies.

Risk Management:

Sprint considers resiliency and Business Continuity risks to be a matter that requires tight management and controls. Potential risks are evaluated using an internal algorithm, to determine appropriate mitigation and Business Continuity planning efforts.

Mitigation Strategies & Plan Development:

Upon identification of potentially significant risks, Sprint makes every attempt to mitigate and plan for any eventuality that could affect Sprint's customers and employees. In most cases, the risks are marginalized or eliminated due to mitigation efforts. In some cases, the risks are highly improbable, but still require alternative planning, in the event that it should occur.

The remainder of this document describes specific Business Continuity Plan details that are of interest to customers and potential customers of Sprint

Workforce Resiliency Overview

Pandemic Planning Overview

Sprint has implemented a pandemic plan that targets a safe and productive work environment for all employees and takes into consideration that absenteeism may be excessive for a period of time.

Sprint's plan allows for flexibility and scalability to adjust to changing events. The plan also incorporates a wide range of strategies that may be implemented by business units while ensuring communication and information sharing on status and success.

A separate plan document is available upon request for Sprint's Pandemic Plan.

Alternate Site and Remote Access Overview

Sprint utilizes information obtained through business impact analysis and risk reduction strategies in order to preserve business functions that are required in the face of a disaster. Depending on the size and scale of the event, Sprint has strategies in place to provide added capacity, alternative work locations and remote access if necessary to retain operations.

Business functions that require alternate sites, geographic redundancy and remote access capabilities are identified proactively and plans are periodically reviewed and revised as necessary in anticipation of any event.

Network Resiliency Overview

As a Mobile Telecommunications Leader, the resiliency of Sprint's network is of paramount interest to our customers.

Network Incident Management Team

Network Services' implementation of the Incident Command System (ICS), stays true to the core principles of ICS. This enables Sprint to leverage this best practice in wide-scale responses, using common terminology and standard organizational structures, to communicate efficiently internally and with customers such as Public Safety agencies as many of these agencies utilize ICS as well. Teams train on and deploy in standard ICS Sections, branches, units and strike teams, and emphasize span of control, comprehensive resource management, and other ICS principles.

Network teams leverage Sprint tools such as Direct Talk units, (off-network unit-to-unit communications) GPS hand held units, camera phones, laptop wireless cards, and smart phones to aid in response communication, situation assessment and resource tracking. The teams also maintain a pool of Satellite phones as a contingency plan to use in restoration. Teams continue to create innovative response tools, such as the unique Satellite backhaul SatCOLTs (Cell on Light Truck) that enable restoration of service when a traditional T1 circuit is not available.

The Network IMT receives notification of an actual or potential situation that requires activation (hurricane, earthquake, regional power outage, other event where business as usual would not resolve the situation), establishes the Emergency Operations Center (EOC), performs an initial overall assessment, establishes monitoring bridge(s), coordinates between agencies impacted by the event, assigns tasks, gathers status information, and performs executive notifications at prescribed times.

Cell Site Disaster Planning

Sprint's priority site restoration plan focuses resources and speeds recovery partly by making sure that existing infrastructure is operating properly under normal circumstances and by having a reaction plan for abnormal circumstances. To accomplish this, Sprint has implemented a detailed preventative maintenance program on site hardware to insure all systems and redundant equipment are in proper working order. Sprint sites are equipped with battery backup. Some sites have fixed generators or fuel cells for additional back-up power. Sprint maintains a fleet of mobile generator sets, which can be deployed to Sprint service areas.

Cellular Network Disaster Planning

The Sprint wireless networks consist of multiple circuits on various combinations of copper, fiber, and microwave radio systems. Most Sprint hub locations are placed on their SONET bi-directional fiber rings. These rings significantly reduce the chance of network failure due to third party fiber damage, equipment failures, or other potential causes of service interruptions. Sprint's radio network provides significant overlapping coverage areas, which often allow cell sites to fully or partially compensate for a neighboring cell site. Also in an effort to minimize service impact when a site is down, Sprint maintains a fleet of "Cell On Wheels" (COWs), which are portable self-contained cell sites. COWs can be deployed to restore coverage from a damaged site or provide additional capacity in the immediate vicinity of an incident.

Switch Locations Disaster Planning

Sprint has implemented a distributed architecture for interconnection redundancy utilizing dual fiber facilities at all of our switch locations. These main switch locations currently have battery backup as well as permanent generators. In addition, site recovery plans have been developed for all major switch locations, prioritizing available options for relocation, and ensuring agility when faced with disaster

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recovery issues. Most switches also have tap boxes to readily connect the output of a portable generator in the event of primary generator issues.

Overall Network Performance Management Efforts

The performance of Sprint's networks is monitored 24 hours a day, 7 days per week, 365 days a year by the Network Monitoring Centers (NMCs). In addition, local switching offices staffed by trained technicians and management coordinate with these larger operations centers, to ensure that Sprint's networks are properly maintained and network performance is at expected levels.

Network Restoration Prioritization

Sprint's Business Continuity Management Team works as a customer advocate when large network outages occur. The team works closely with network recovery response teams to establish customer prioritization once the backbone, TSP (Telecommunications Service Priority) and Critical Life Circuits are re-established. Sprint has an established service restoration priority and process.

Special Event Planning

Special events have the potential to adversely impact the customer experience due to the greatly increased traffic demand they place on communications networks. Sprint has a formal mature special events process with dedicated project management personnel and a cross-functional management tool. Teams archive records of recurring special events for future planning, and proactively search for one-time special events and leverage capacity planning teams in implementing enhancements to optimize the customer experience. Sprint has leveraged its experience in managing very large temporary users at NASCAR events in managing special events.

As a specialized type of special event, Sprint also interfaces with the NCS (National Communications System) in managing capacity needs at National Security Special Events, NSSEs.

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Information Technology Resiliency Overview

Information Technology Incident Management Team

The IT Incident Management Team (IT IMT) provides timely decision making processes in the declaration of a disaster to ensure the proper decisions are made and communicated across the enterprise. The IT IMT team structure will minimize the disaster declaration time and potentially minimize the length of the event by quickly reacting to the event. The IT IMT is also responsible for maintaining and facilitating the execution of the recovery plans in conjunction with Resource & Priority Management (RPM).

Information Technology Incident Command Centers

The IT IMT Command Center serves as a centralized arena to manage disaster related operations. Recovery personnel execute defined processes and procedures, communicate and provide resources to effectively assess and manage disaster events. The Incident Command Centers are geographically redundant.

Data Center and System Resiliency Planning

The IT IMT is a proactive planning group that works in partnership with peer IMT organizations. The collective team is responsible for the accuracy and integrity of current information in their particular area of responsibility, including internal procedures, available systems, resources, call trees and points of contact. The IT IMT provides personnel with the necessary resources to assist with the restoration process. Sprint-Data Centers are held to exceptionally high and stringent industry, but more importantly, self-imposed standards of structural design, engineering, technology, redundancy, security, maintenance and 24x7 operations. Data Centers are geographically diverse and have the capability to execute an internally developed disaster recovery methodology of Internal Business Recovery (IBR) where on Data Center functions as the recovery site for another Data Center.

IT Network Restoration Prioritization

Critical Applications supporting the internal and external client community have been prioritized based on application impact analysis in order to expedite and control the recovery process. Data required for recovery of operating systems, production libraries, and application systems are backed up regularly and placed in off-site storage.

Emergency Response Team (ERT)

Who is the ERT?

Sprint's ERT is an experienced cross functional group which consists of a national team of full time, dedicated personnel as well as over a thousand of ERT Reservists across the country, that provides wireless telecommunications equipment, infrastructure and personnel operations support to federal, state and local public safety, law enforcement, military agencies and private Sector Organizations during declared emergencies, field training exercises, agency specific short term communication needs and National Special Security Events.

Support for Urgent Crisis Needs

The ERT designs and implements the internal policies and procedures necessary to enable timely and effective deployments of Sprint's products and services. The ERT fully supports high volume, short notice voice and data communication needs of emergency and disaster personnel with its SatCOLTs (Satellite Cell on Light Truck), Satellite IP Equipment, satellite earth station, and inventory of over twenty five thousand handsets and aircards which can be rapidly deployed to support short term communications.

ERT in the EOCs

During a number of recent disasters, reservists staffed State and Local Emergency Operations Centers (EOC) to relay first-hand information back to agencies that rely on critical communications. Having reservist representation at EOC's is valuable for a number of reasons: Reservists provide real time information and status updates to the EOC's on the progress of our network recovery efforts; Allows State EOC's to provide direction on priority areas for Network restoration; Coordinate information from other critical infrastructure functions, such as Energy/Power and Transportation; and obtain location of FEMA and other emergency responder command posts using Sprint handsets to help plan for influx of capacity needs. The EOC initiative is an example of Sprint's proactive approach during an incident, through partnership, involvement and communications support. Partnering with Emergency Management agencies in cities and counties throughout the United States provides better coordination of Sprint and ERT support resources for Disaster Preparation and Response. Trained ERT Reservists are more actively involved in providing their communities with critical volunteer support. Agencies are able to have a direct channel into Sprint approved support organizations with more expedited response times and capabilities, providing critical communications support when it's needed the most.

ERT has deployed in support of over 4800 deployments supporting federal, state and local public safety, law enforcement, military and enterprise organizations; including 36 Presidential declared disasters since 2002.

Contact us

For more information on Sprint's Emergency Response Team, please visit us at www.sprint.com/ert, become a fan on Facebook at www.facebook.com/SprintEmergencyResponseTeam email us at ERTRequests@sprint.com or for emergency communications support, contact our 24x7x365 ERT Hotline at 1-888-639-0020 or for GETS users 254-295-2220.