



Year 2000 Project

**YEAR 2000 PLANNING  
YEAR 2000 CONTINGENCY**

**June, 1999**

**Ellensburg Telephone Guide to Year 2000  
Contingency and Business Continuity Plans**

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## **Executive Overview**

Ellensburg Telephone began planning for Year 2000 in 1996. The initial goal of the plan was to ensure that major computer systems would continue to function after December 31, 1999. The reason for the concern is not part of this document, as the problems with Year 2000 or the Y2K Bug are widely known. During the course of the project, it was realized that much more was involved in addressing this problem. The purpose of this documentation is to identify elements in Ellensburg Telephone that may be at risk and try and mitigate those problems before December 31, 1999.

During the course of this examination we realized that many elements of our business and business-related activities involve vendors and suppliers who are not directly under our control. An attempt was made to verify their Year 2000 readiness, while at the same time developing a contingency plan in the event of catastrophic failure.

The stated purpose of this document is to outline the various elements of Ellensburg Telephone that have been reviewed and found to be compliant, to mitigate problems of non-compliance, and to address a contingency plan for elements that are clearly beyond our control.

## Introduction

### 1.0 Equipment Evaluation:

The first step in Ellensburg Telephone's Year 2000 planning was to identify equipment and various company procedures that may be affected by the Y2K bug. All departments were involved in the identification of this list and assigned to research possible resolutions. The compiled list and dates for compliance follows.

#### 1.1 Equipment List:

##### Year 2K Check Sheet

<b>Ellensburg Telephone</b>	<b>Assigned To</b>	<b>Date of Compliance</b>
Nortel DMS 100/200 Switch	Tom Rogers	12/01/1998
Billing Media Converters	Tom Rogers	08/20/1990
Norstar-Plus Key Systems	Tom Rogers	First Manufactured
Nortel FMT150B Fiber MUX	Mike King	First Manufactured
Nortel OC-12 (ADM)	Mike King	11/01/1999
Octel 250 Voice Mail System	Don Ozanich	1997
Unipage System Pager Terminal	Tom Rogers	Not owned by Ellensburg Telephone, working on urging testing & remediation
AFC DLC's	Mike King	First Manufactured
Alcatel 5102 2GHZ Microwave	Mike King	First Manufactured
Alcatel 5202 2GHZ Microwave	Mike King	First Manufactured
Alcatel 4311E 11GHZ Microwave	Mike King	First Manufactured
Alcatel 1603 OC-12	Mike King	03/10/1999
Alcatel 1301 NM Support S/W	Mike King	03/10/1999
Alcatel TSM 1500	Mike King	03/03/1999
Alcatel 1630 DACS	Mike King	02/10/1999
Alcatel 1631 DACS	Mike King	02/11/1999
Alcatel DML3x50 OC-3	Mike King	First Manufactured
Alcatel DMX3003N MUX	Mike King	First Manufactured
AT&T DDM2000 OC-3 KITT/CWU	Mike King	First Manufactured

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AT&T DDM2000 OC-3 Selah	Mike King	First Manufactured
Austron Bits Clocks E'burg & Selah	Mike King	01/29/1999
Fujitsu FLM-2400-ADM	Mike King	First Manufactured
Fujitsu Flexor	Mike King	First Manufactured
TTC Transmission Test Equipment	Mike King	First Manufactured

### Year 2K Check

<b>Ellensburg Telephone</b>	Assigned To	Date of Compliance
Computer Equipment		
IBM AS/400 Hardware	G. Wayne Hawks	2/15/1997
IBM AS/400 Operating System (OS/400)	G. Wayne Hawks	2/15/1997
IBM AS/400 Billing Software	G. Wayne Hawks	5/15/1999
IBM AS/400 Other Software	G. Wayne Hawks	6/30/1999
P.C.'s – Pentiums & above	Nancy G. Hawks	Est. 09/30/1999
P.C.'s – Below Pentium's	Nancy G. Hawks	N/A. There are NO date-sensitive applications on these machines

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## **1.2 Vendor Related Issues:**

An attempt was made to identify specific vendors that could affect our business by failure to address the Year 2000 issue. As the plan developed it became apparent that almost all vendors fell into this category. A request for information form was devised and information from the accounting department was used to determine and to submit to all vendors that bill Ellensburg Telephone for services. A copy of this form is included in the Appendix. A process has been implemented to track completed compliance forms. This information will be reviewed periodically and an updated list of compliant vendors will be inserted in the contingency plan.

1.3

## **Ellensburg Telephone Compliance Notification:**

In conjunction with requesting compliance information from vendors and suppliers, a proactive program of notification to parties dependent on Ellensburg Telephone was undertaken. A standard customer notification letter was developed by Ellensburg Telephone Staff and their legal counsel for distribution to customers requesting information. A copy of the notification letter is included in the appendix.

### **1.4**

### **Conclusions:**

The issues involved in addressing the Year 2000 Bug are complex. There are dates of interest other than January 1, 2000. Even though Ellensburg Telephone has been diligent in pursuing this issue, it is necessary to develop a contingency plan to deal with issues such as breakdown in the power distribution network, breakdown in supply channels, and other unforeseen difficulties that may arise. The contingency plans for Ellensburg Telephone are currently under development and will be added to this document as they are developed. As additions and revisions to the contingency plan occur they will be added to this document.



## CONTINGENCY PLAN

### 2.0 Overview:

The scope of this contingency plan is to address issues that are catastrophic in nature and would require extreme measures to continue telephone and emergency services to our customers. In addition, the plan will address issues involving the humans needed to support this plan. This includes telephone numbers and Email addresses for emergency management and other governmental agencies that are designed to assist.

Critical dates and times need to be identified and key personnel need to be available should catastrophic failures occur.

### 2.1 Critical Services and strategies :

Identification of critical services revealed the national power grid as the major concern. Any interruption in power is of concern, however, an extended power outage could prove catastrophic if backup systems were not available. In addition, if the supply chain for fuel supplies were interrupted for an extended period, backup systems would fail.

<b>Date</b>	<b>Action</b>
March, 1999	Sent Y2K Questionnaire to all applicable vendors
April, 1999	Assessed backup generator fuel capacities – 4 to 5 days.
April, 1999	Scheduled a Thorough test of the backup generators for late November, 1999.
May, 1999	Noted that several business-critical workstations were
	not
	on backup power and scheduled re-wiring to change.
June, 1999	Determined a need to have cellular numbers for important services in case our switch is down and the cellular system still works.

## 2.2 Contact information for Ellensburg Telephone:

<u>Name</u>	<u>Title</u>	<u>Phone</u>	<u>Email</u>
G. Wayne Hawks	System Support Specialist	509-962-0217	hawksw@elltel.com
Tom Rogers	Director of Operations	509-962-0252	tomr@elltel.com
Mike King	Transmissions Supervisor	509-962-0239	kingm@elltel.com
Nancy G. Hawks	Network Support Specialist	509-933-7405	nancym@elltel.com

## 2.3 Contact information for Power Companies:

<u>Organization</u>	<u>Phone</u>
City of Ellensburg Electrical & Natural Gas Outages (business hours)	509-962-7224
City of Ellensburg Electrical & Natural Gas Outages (After hours)	509-925-8534
Pacific Power (24 hours)	888-221-7070
Puget Sound Energy Outages (24 hour)	888-225-5773
Public Utility District (24 hours)	509-925-3164

## 2.4 Contact information for Emergency Services:

<u>Organization</u>	<u>Phone</u>
FEMA (Federal Emergency Management)	800-480-4532
Kittcom/Dispatch	509-925-8534
Ellensburg Police Department	509-962-7280
Kittitas County Sheriff's Department	509-925-8534
Selah Police Department	509-698-7346
Yakima County Sheriff's Department	509-574-2500
Washington State Patrol	509-925-5303
Ellensburg Fire Department	509-962-7279
Kittitas County Fire District # 1	509-964-2435
Kittitas County Fire District # 2	509-962-3473

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Kittitas County Fire District # 4

509-856-2888

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## APPENDIX "A"

March 12, 1999

**PLEASE RESPOND WITHIN 15 DAYS**

Name  
Address  
City, ST Zip Code

Year 2000 Coordinator:

Ellensburg Telephone Company recognizes the serious nature that the impact of the Year 2000 holds for our operations and business systems. As a part of our efforts to make our operations Year 2000 ready, we are requesting the help of your company. We need your assurance that the services you provide to our company will not be interrupted or delayed due to date problems before, during or after the year 2000.

By this letter, we are requesting a formal response to Year 2000 readiness issues and your assurance that Ellensburg Telephone will be capable of continuing to supply services and products to our customers without incident and with no date data and/or processing related errors up to and beyond January 1, 2000.

Our business needs require your prompt and diligent response to this matter. Please answer the attached questionnaire by mail, or fax to (509) 933-1933 within 15 days.

Thank you very much for your cooperation in this effort.

Sincerely,

J. I. Morfield  
President

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## Appendix A (Continued)

*Ellensburg Telephone*  
*Fax No. (509) 933-1933*  
*Attn: G. Wayne Hawks*  
*P.O. Box 308*  
*Ellensburg, WA 98926*

### YEAR 2000 QUESTIONNAIRE

**COMPANY NAME:**

**Year 2000 Contact Person:** \_\_\_\_\_

		Estimated		Completion Date
		Yes	No	
1	Are there any date dependencies in your service and/or product?			
2	Is your service and/or product able to accurately and correctly process dates within and between twentieth and twenty-first centuries?			
3	Are all services and/or products Year 2000 ready, fully enabled and fully functional? If not, please identify and explain plans for making Year 2000			
4	If you are planning to offer a Year 2000 ready version of the service or product, do you have an alternate service or product to which we can migrate in its place?			
5	Are all your processes/systems which interface with or are part of the service/product you provide ready and fully enabled? If not, please describe. Do you plan to make them Year 2000 ready?			
6	Are there any issues which require resolution between Ellensburg Telephone and your company regarding business processes/services, hardware, software, chip microcode, systems, or related products which you provide directly or indirectly to us that are affecting Year 2000 readiness or enablement? If yes, please describe.			
7	Are your systems which interface with the product or service Year 2000 ready and fully enabled? If not, please describe.			
8	Do you require any testing of your service/product with Ellensburg Telephone to determine Year 2000 readiness and enablement? If yes, when do you propose to begin testing, and how long do you anticipate that testing to take?			
9	Are there any fixes, patches or other actions that Ellensburg Telephone must install or perform to either achieve or maintain the Year 2000 readiness or enablement of your service or product?			
10	List any other issues or concerns related to Year 2000 readiness or enablement of any of the services or products you provide to us.			

\* Please put additional comments on a separate page if needed.

# APPENDIX "B"

## YEAR 2000 READINESS DISCLOSURE

Date

Name  
Company  
Address  
City, State Zip Code

Dear Name:

This letter is in response to your inquiry regarding our Year 2000 readiness. Ellensburg Telephone Company has been preparing for Year 2000 for some time. We expect that we will have our critical telecommunications switching systems in a Year 2000 state of readiness prior to September 1999.

Ellensburg Telephone Company's primary central office DMS switching and operating systems, provided by NORTEL, were at software levels represented by NORTEL to be Year 2000 ready at the end of the fourth quarter of 1998. Other internal operating systems are being evaluated and, as necessary, are being upgraded or modified to be 2000-ready prior to September 1999.

Please feel free to call Wayne Hawks at (509) 962-0217 if you have any specific questions. Thank you very much for your interest.

Sincerely,

J. I. Morfield  
President

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