



# VarTec Telecom, Inc.

December 4, 2003

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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

VIA FIRST CLASS U.S. MAIL

**Executive Secretary, Washington**  
Utilities and Transportation Commission  
Attn: David Dittmore Re: UT-031755  
P.O. Box 47250  
Olympia, WA 98504-7250

Re: Rule Making on Emergency Information  
Docket No. UT-031755

Dear Mr. Dittmore:

Transmitted herewith on behalf of VarTec Telecom, Inc. ("VarTec") is an original and one (1) copy of the Company's contact information in the event of an emergency or disaster. As you directed in our conversation on November 19, 2003, the attached reflects responses to Sections 1 and 2 of WAC-120-414 regarding Emergency Operation.

VarTec sincerely appreciates your attention to this matter. Should there be any questions concerning this matter, please do not hesitate to contact the undersigned directly at (214) 424-1713 or via electronic mail at [bboaiter@vartec.net](mailto:bboaiter@vartec.net).

Respectfully submitted,

Ben Boaiter  
Regulatory Analyst

Enclosure

cc: Kevin Allen  
Manager, Regulatory Affairs

Emergency Department Division  
Military Department  
Camp Murray TA-20  
Tacoma, WA 98430-5122

# Emergency Operating Procedures



## Vartec Telecom Network Surveillance Control Center

### Maintenance Escalation List

**Contact the Primary NSCC at: (877) 274-7966 or (877) 392-3566**

**Contact the Backup NSCC at: (214) 424-1798**

FAX MAINTENANCE NOTIFICATIONS to: (972) 478-4281 or E-MAIL to: net\_event@vartec.net

#### 1ST LEVEL MAINTENANCE (0800-2000 CST)

##### **MICHAEL HOLMES**

##### **SUPERVISOR OF NETWORK SURVEILLANCE CONTROL CENTER**

OFFICE: 972-478-4228

PAGER: 800-714-7230

#### 1<sup>ST</sup> LEVEL MAINTENANCE (2000-0800 CST)

##### **TOM ROHDE**

##### **SUPERVISOR OF NETWORK SURVEILLANCE CONTROL CENTER**

OFFICE: 972-478-3955

PAGER: 877-528-7033

#### 2<sup>ND</sup> LEVEL MAINTENANCE

##### **BILL STUENZI**

##### **SR. MANAGER OF NSCC**

OFFICE: 972-478-3960

PAGER: 877-225-4392

CELL : 972-672-5007

#### 3rd LEVEL MAINTENANCE

##### **ROBIN MURPHY**

##### **DIRECTOR - NMCC**

OFFICE 972-478-3932

CELL: 214-578-5741

#### 4th LEVEL MAINTENANCE

##### **RAY LITCHFIELD**

##### **VP – NETWORK OPERATIONS**

OFFICE 972-478-3538

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# Emergency Operating Procedures

Vartec Telecom Network Surveillance Control Center

## DISASTER RECOVERY

### **BILL STUENZI**

**Disaster Recovery Coordinator**

**OFFICE: 972-478-3960**

PAGER: 877-225-4392

CELL : 972-672-5007

### **CARL HOCKETT**

**2<sup>nd</sup> Disaster Recovery Coordinator**

**OFFICE: 972-478-3944**

PAGER: 972-614-8447

### **ROBIN MURPHY**

**3<sup>rd</sup> Disaster Recovery Coordinator**

**OFFICE 972-478-3932**

CELL: 214-578-5741

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