

**EMERGENCY PLAN  
OF  
LEVEL 3 COMMUNICATIONS, LLC**

**DATED:  
December 2003**

**Level 3 Communications, LLC**  
**Proprietary and Confidential**

*I. INTRODUCTION* ..... 3

*II. DEFINITIONS* ..... 3

*A. Major Service Interruption* ..... 3

*III. RESPONSIBILITIES* ..... 3

*A. Operational Responsibility* ..... 3

*B. The Company* ..... 4

*IV. NOTIFICATION PLAN FOR MAJOR SERVICE INTERRUPTIONS* ..... 4

*A. Initial Notification* ..... 4

*B. Subsequent Notification* ..... 5

*IV. NOTIFICATION PLAN FOR IMMINENT DANGERS* ..... 7

*V. REPORTING REQUIREMENTS* ..... 7

*A. Initial Reports* ..... 7

*B. Status Reports* ..... 7

*C. Closing Reports* ..... 7

*VI. TRAINING* ..... 8

*ATTACHMENT A* ..... 9

## **EMERGENCY PLAN OF Level 3 Communications, LLC**

### ***I. INTRODUCTION***

This Emergency Plan sets forth **Level 3 Communications, LLC's** (the "Company") operational plan in the event of a Major Service Interruption. It generally describes what the Company's staff should do in responding to, in preparing for, and reporting a Major Service Interruption.

### ***II. DEFINITIONS***

#### **A. Major Service Interruption**

A Major Service Interruption is generally defined as any of the following conditions:

1. A service problem caused by a major storm, flood, fire, job action, sabotage, civil unrest, or other newsworthy event.
2. A central office or toll center failure or isolation lasting more the 5 minutes
3. A cable failure affecting a major toll route, more than 1,000 subscribers, or more than half of the subscribers served by a central office.
4. Extensive network congestion.
5. A service problem affecting public access to operator services, Telephone Relay Service, 911, police and/or fire departments, or emergency medical services.
6. A service problem affecting a public transportation terminal, national defense installation, or large residential and commercial building or complex.

### ***III. RESPONSIBILITIES***

#### **A. Operational Responsibility**

Mr. Brent Bourne, Vice President – Network Operations Center, is responsible for the overall operation of the plan and the day-to-day operation of the plan. This responsibility

includes ensuring that essential management and staff, as designated by the Company, are adequately trained and prepared to execute the plan, notifying essential management and staff of emergencies, monitoring restoral efforts, evaluating the company's response, maintaining a file of Major Service Interruptions. Duties also include filing the Company's Emergency Plan with the Washington Utilities and Transportation Commission (WUTC) and ensuring that the Emergency Plan is current along with reporting Major Service Interruptions, providing ongoing status reports and a closing report as required by the WUTC and as set forth in Section V of this plan. Mr. Bourne's phone number is: 720-888-3143, fax number is: 720-888-5227, and Email address: [Brent.Bourne@Level3.com](mailto:Brent.Bourne@Level3.com). Mr. Bourne's administrative assistant also maintains a list of the Company's employees and their telephone numbers.

## **B. The Company**

The Company is a Competitive Local Exchange Carrier ("CLEC") that utilizes many of the facilities of the Incumbent Local Exchange Carrier ("ILEC"), pursuant to Section 251 of the Telecommunications Act of 1996, in each of the areas it operates and, therefore, relies on the integrity of the ILEC's network and the ILEC's emergency plan for all related equipment and facilities that are owned, operated and maintained, etc. by the ILEC and utilized by the Company. For equipment and facilities that are constructed and maintained by the Company alone, the Company constructs and maintains such equipment and facilities in a manner that ensures that such equipment and facilities are minimally susceptible to Major Service Interruptions.

# **IV. NOTIFICATION PLAN FOR MAJOR SERVICE INTERRUPTIONS**

## **A. Initial Notification**

1. Normal business hours  
Major Service Interruptions that occur during normal business hours should be reported promptly by telephone to Level 3 Network Operations Center (NOC). The NOC's phone number is: 877-877-7758, fax number is 720-888-5227.
2. Outside normal business hours  
Major Service Interruptions that occur outside normal business hours should be reported promptly by telephone to the Level 3 Network Operations Center (NOC). The NOC's phone number is 877-877-7758, fax is 720-888-5227.

**Level 3 Communications, LLC  
Proprietary and Confidential**

3. If the assigned person cannot be reached, attempts should be made to reach one of the following people in the order shown below.
  - a. Name: Jake Fox  
Title: Manager, Transport Network Operations Center (T-NOC)  
Bus.Tel: (404) 526-4572  
Pager: (877) 531-4217 or [8775314217@skytel.com](tel:8775314217)  
E-Mail: [Jake.Fox@Level3.com](mailto:Jake.Fox@Level3.com)
  - b. Name: William Gorsuch  
Title: Sr. Director T-NOC  
Bus.Tel.: (720) 888-1212  
Pager: (888) 795-9193 or 7959193@skytel.com  
E-Mail: [William.Gorsuch@Level3.com](mailto:William.Gorsuch@Level3.com)
  - c. Name: Robert Johnston  
Title: Director, T-NOC  
Bus.Tel.: 720-888-1024  
Pager: (877) 462-0876 or 8774620876@skytel.com  
E-Mail: [Robert.Johnston@Level3.com](mailto:Robert.Johnston@Level3.com)

**B. Subsequent Notification**

1. Depending upon the type and location of the Major Service Interruption, the individual initially notified above should contact the appropriate Company personnel in critical positions and external entities and should coordinate with these people the necessary steps that should be taken to minimize the service interruption and help speed the restoration of service.
  - a. Appropriate Company personnel in the following critical positions may include:
    - (1) Name: Jim Peterson  
Title: Manager  
Bus.Tel: (720) 888-1739  
Pager: (877) 656-2883 or [8776562883@skytel.com](tel:8776562883)  
E-Mail: [Jim.Peterson@Level3.com](mailto:Jim.Peterson@Level3.com)

**Level 3 Communications, LLC  
Proprietary and Confidential**

- (2) Name: David Fuller  
Title: Director Operations, Softswitch  
Bus.Tel.: (720) 888-6742  
Pager: (877) 686-4982 or 8776864982@skytel.com  
E-Mail: [David.Fuller@Level3.com](mailto:David.Fuller@Level3.com)
  
- (3) Name: John Haertling  
Title: Vice President, Access Operations  
Bus.Tel.: (720) 888-1909  
Pager: (888) 663-8208 or [8886638208@skytel.com](mailto:8886638208@skytel.com)  
E-Mail: [John.Haertling@Level3.com](mailto:John.Haertling@Level3.com)
  
- b. External entities notified may include:
  - (1) Executive Secretary, Washington Utilities and Transportation Commission  
Attn: David Dittermore  
Phone: (360) 664-1208
  
  - (2) Fire Department  
Address: 2334 4th Avenue  
Seattle, WA.  
Phone: 911/ 206-386-1401  
Email: [helen.fitzpatrick@ci.seattle.wa.us](mailto:helen.fitzpatrick@ci.seattle.wa.us)
  
  - (3) Media  
Contact: Josh Howell  
Address: 1025 El Dorado Blvd, Broomfield, CO 80021  
Phone: (720) 888-2517  
Fax: (720) 888-5129  
E-Mail: [Josh.Howell@Level3.com](mailto:Josh.Howell@Level3.com)
  
  - (4) Business Continuity  
Contact: Delgie Jones  
Address: 1025 El Dorado Blvd, Broomfield, CO 80021  
Phone: (720) 888-8319  
Fax : 720-567-3892  
E-Mail : [Delgie.Jones@Level3.com](mailto:Delgie.Jones@Level3.com)

#### **IV. NOTIFICATION PLAN FOR IMMINENT DANGERS**

The same individuals notified in Section III should be notified to address imminent dangers such as approaching storms, flooding, etc. that have the potential to cause a Major Service Interruption.

#### **V. REPORTING REQUIREMENTS**

##### **A. Initial Reports**

1. Normal business hours  
Major Service Interruptions that occur during normal business hours refer to Section IV, A
2. Outside normal business hours  
Major Service Interruptions that occur outside normal business hours, refer to Section IV, A.
3. If the assigned persons in Section IV, A cannot be reached, refer to Section IV, B
4. In its initial report, the Company should be prepared to provide the information like that called out in Attachment A. If some of the information is not known at the time of the initial report, the Company should provide its best estimate.

##### **B. Status Reports**

The Company should provide regular status reports of any continuing service interruptions. Status reports should be given to the NOC Director on-call, and in some cases to the Emergency Response Team.

##### **C. Closing Reports**

When service is restored to normal conditions, a closing report should be provided by the most expeditious means. The closing report should finalize all of the information provided in the initial report and provide a self-assessment of the company's efforts to restore service and to prevent recurrence.

## **VI. TRAINING**

The Company should notify all Company personnel on whom they should call when a service interruption occurs. Company training of new personnel includes orientation briefing, email information notices, peer-to-peer discussions, and one-on-one discussions with immediate supervisor.

## **VII. DISCLAIMER**

THE COMPANY IS PROVIDING THIS EMERGENCY PLAN TO THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION TO PROVIDE IT WITH A GENERAL OVERVIEW OF THE COMPANY'S MAJOR SERVICE INTERRUPTION PROCEDURES. THE EMERGENCY PLAN IS NOT INTENDED TO CREATE A DUTY WITH RESPECT TO ANY OF ITS CUSTOMERS OR ANY OTHER PERSON OR ENTITY AND IS NOT INTENDED TO GIVE RISE TO ANY STANDARDS OF CARE. THE COMPANY FURTHER DISCLAIMS, WITHOUT LIMITATION, ANY WARRANTY OR GUARANTEE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR FROM USAGES OF TRADE AS A RESULT OF THIS EMERGENCY PLAN.



**ATTACHMENT A**

**STATE OF WASHINGTON  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION  
SERVICE INTERRUPTION REPORT**

- 1. Name of company:**
- 2. Name, title and telephone number of person making the report:**
- 3. Date and time of report:**
- 4. Date and time of service interruption:**
- 5. Location of service interruption (exchange and county, etc.)**
- 6. Numbers and types of customers and access lines affected:**
- 7. Nature and cause of the problem:**
- 8. Steps taken or being taken to notify the public:**
- 9. Steps taken or being taken to mitigate the impacts on the public pending the restoration of service to normal conditions :**
- 10. Steps taken to correct the problem:**
- 11. Date and time service is expected to be restored to normal:**
- 12. Date and time of actual restoration:**