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Olympia WA 98501-702

December 22, 2003

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Executive Secretary, WUTC
ATTN: David Dittmore Re: UT-031755
PO Box 47250
Olympia WA 98504-7250

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

Dear Sir/Madame:

Please find enclosed the emergency information as requested.

Sincerely,

Rory K. Miller, CFO

Enc.



Section 2

Business Continuity and Disaster Response Plan

2.0 Personnel Assignment and Escalation

In order to maintain or restore services during a significant or sustained event NoaNet has assigned roles and responsibilities within the organization as defined in section 1 of the Business Continuity and Disaster Response Plan. Section 2 assigns specific personnel to the roles. This document is to be reviewed annually or whenever there is a personnel change within the NoaNet management structure.

NoaNet is built on a foundation of teamwork and family and have structured the company to ensure a rotating geographic coverage including redundant resources for each physical site within a 4-hour radius. Each assigned role has at least one geographically diverse back-up resource to ensure that personnel local to a specific event are not forced to prioritize between personal and professional responsibilities.

Escalation is accomplished through reporting difficulty to the Network Operations Center at 866-662-6380.

2.1 Plan Administrator

Primary- Mike Henson, CISO, 360-815-4630 mhenson@noanet.net

Secondary- Dave Spencer, COO, 208-841-4403 dspencer@noanet.net

2.2 Response Coordinator

Primary- Mike Henson, CISO, 360-815-4630 mhenson@noanet.net

Secondary- Chris Walker, Operations Manager, 208-666-0494 cwalker@noanet.net

Tertiary- Rob Kopp, CTO, 208-863-5346 rkopp@noanet.net

2.3 Response Team Manager

Primary- Chantel Demasters, 208-345-0677 cdemasters@noanet.net

Secondary- Mike Smith, 425-821-9171 mksmith@noanet.net

Tertiary- Tom Villani, 509-662-1244 tvillani@noanet.net

2.4 Network Operations Center Manager

Primary- Chantel Demasters, 208-345-0677 cdemasters@noanet.net

Secondary- Chris Walker, Operations Manager, 208-666-0494 cwalker@noanet.net

Inquiries concerning personnel assignments should be directed to the Plan Administrator.