



December 2, 2004
Via Overnight Delivery

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Mr. David Dittmore
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive, S.W.
Olympia, WA 98504

RE: Intellicall Operator Services, Inc
WA Emergency Operations Information Request
RE: UT-031755

RECEIVED
RECORDS MANAGEMENT
04 DEC -3 AM 10:54
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Dear Mr. Dittmore:

Enclosed please find a copy of the WA Emergency Operations Information Request, filed on behalf of Intellicall Operator Services, Inc. No check is enclosed as there are no remittance fees due.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Questions regarding this filing should be directed to my attention at 407-740-8575. Thank you for your assistance in this matter.

Sincerely,

Lori Kline
Compliance Reporting Specialist

cc: Marsha A. Pokorny - Intellicall Operator Services, Inc
file: Intellicall Operator Services, Inc - Reporting - Washington

Rulemaking on Emergency Information
Docket No. UT-031755

WAC 480-120-414 Emergency operation.

(1) All companies must maintain, revise, and provide to the commission the following:

- (a) The titles and telephone numbers of the company's disaster services coordinator and alternates; and
Please see attached.
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- (b) Upon request of the commission, the company's current plans for emergency operation, including current plans for recovery of service to governmental disaster recovery response agencies within the state of Washington.
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(2) For coordination of disaster response and recovery operations, each company must maintain on file with the Washington state emergency management division the titles and telephone numbers of the managers of the company's:

- (a) Local network operations center;
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- (b) Regional network operations center; or
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-

- (c) Emergency operations center.
-
-

Marsha A. Pokorny
Marsha A. Pokorny, Manager - Regulatory Compliance

11-29-04
Date

Intellicall Operator Services, Inc.

Emergency Information

WAC 480-120-414 Emergency Operation

1. Titles and Telephone Numbers of the company's disaster services coordinator and alternates:

Atlanta, Georgia:

Network Operations Center: (678) 309-1523 (Support is provided 24 X 7)

Main contact:

Brian Lisle – Director-Network Operations

Cell: (404) 281-7440

Office: (678) 309-1505

Alternate Contacts:

Alex Van Norman – NOC Manager

Office: (678) 309-1523

Cell: (404) 394-2395

Michael Lambert – Network Engineer

Office: (678) 309-1529

Cell: (404) 550-5111

Lance Snyder – Network Engineer

Office: (678) 309-1523

Cell: (404) 210-8300

Dallas, Texas:

Main Contact:

Greg Hall – Network Manager

Phone: (972) 267-0100 (Ext. 226)

Alternate Contacts: (Off hours voicemail notification to on-call switch technician)

John Ruth and Mike Holsenbeck – Switch Technicians:

Phone: (214) 742-8582

San Antonio, Texas:

Erika Lopez – Operator Center Technician

Phone: (210) 592-0607

Dave Crandall – External Systems Specialist/Fraud Control

Phone: (210) 592-0651

2. Current plans for emergency operations:

Atlanta Facility Overview:

POWER:

All platforms (switches, servers, routers, monitors, etc...) are on protected power either by UPS or generator. The 48 volt systems (switches & routers) are powered by redundant rectifiers (3) that convert AC to 48 volt DC. The rectifiers are backed up by redundant strings of DC batteries (3 strings of 24 = 72 total) that provide sufficient power to all 48 volt platforms when AC is lost. If AC

is not restored within a specified amount of time, a Diesel generator is automatically started and AC from the generator is transferred to the rectifiers to supply 48-volt DC power. The rectifiers also provide a trickle charge to each of the DC battery strings to keep them fully charged at all times.

Non-48 volt equipment (servers, monitors, etc...) are supplied power via redundant inverters (3) which take 48 volt DC and converts it to AC. Like the rectifiers above, if commercial power is lost, the battery string bridges the power gap between lost AC and the diesel generator cranking up. After which the generator will supply the necessary power to run all critical AC platforms.

In addition to inverter supplied power, we also use a UPS platform to supply reliable AC to all non-critical components and to most critical AC systems that are equipped with dual power supplies (one UPS, one Inverter). The UPS platform utilizes commercial power but is backed up by its own string of batteries. When power is lost, the UPS converts its battery power to AC.

Generator power can be generated indefinitely. All that is required is to keep the tanks full of diesel fuel.

FACILITIES:

With the exception of a few T1's and 56K circuits, all network facilities are brought in via a BellSouth OC48, Fiber Optic SONET Ring. The SONET ring provides two physical paths between our POP located at 70 Courtland Street and our physical location. One path is looped through the Powers Ferry end office, the other through the Smyrna end office. If either end office was lost or the path between ILD and one of the end offices was interrupted, the redundant end office would pick up the load.

CARRIER: Intellicall Operator Services uses multiple Tier 1 carriers for origination and call termination. At least two carriers are used for Toll Free origination at all times allowing for dynamic routing between carriers. Should one carrier develop a problem that impacts traffic, all origination can be directed to the another carrier within minutes. The same is true for terminations but here traffic is spread amongst 10 to 15 carriers.

Texas Operations Overview:

POWER:

All systems include 48-hour battery backup. Quarterly maintenance is performed on this system.. A diesel generator with a 500-gallon fuel tank is also located on site and quarterly maintenance is performed and including a priority service contract and weekly startup checks. A fuel oil purchase agreement is maintained with two to three vendors for refueling the generator on a periodic basis and after every extended commercial power loss event.

FACILITIES:

Intellicall maintains 24x7 vendor TAC support on all critical switching equipment as well as maintaining a spares inventory which includes the periodic cycling through of spare equipment to ensure functionality.

CARRIER:

Multiple carriers exist on diverse routes between the switching site and operator center. In addition, multiple carriers on diverse facilities deliver bandwidth to the switch site. Inbound 800 traffic can be alternate routed to different carriers on diverse entrance facilities. The time required for routing changes to take place is dependent on the speed of the proliferation of the SMS/800 database update. Termination traffic can be alternate routed to different carriers on diverse entrance facilities. With the failure of termination facilities, calls will automatically route to alternative carrier. Emergency priority is given to emergency numbers and databases. Beyond that, traffic is not restored on a "per customer" basis but rather an overall capacity basis where all customers are treated equally.