

SECTION: DISASTER RECOVERY:

Q48: Agree to mutual participation in Disaster Recovery plans.

A48: GTE will share with AT&T:

- o an overview of our emergency restoration plans.
- o ~~results~~ of our restoration exercises scheduled to be performed in 1996.
- o will present the LEC-to-LEC mutual aid agreement.

Q49: Provide timely notification of any outage which has an affect on AT&T customers:

- Central office outages.
- Facility outages such as cable cuts, repeater failures..etc.
- Commercial power outages.
- Load sharing situations.
- Subscriber loop problems.
- Signalling network problems.
- General network congestion.
- Any other issue which has or could have a negative effect on AT&T customer service.

A49: We will use our existing notification process to inform AT&T of the outage type of conditions when it is known that AT&T end-user service is affected. In certain outage/trouble conditions we are not able to pin-point the actual customer or customer base that is affected.

Today, the notification to AT&T is done by a telephone call to a single point of contact within the carrier's organization. GTE will continue to use this arrangement to report outage information.

SECTION: NETWORK OPERATIONS MAINTENANCE PROCEDURES

Q37: AT&T would like to negotiate a workable disaster recovery plan with GTEC and agree to perform quarterly tests of the process.

A37: As mentioned in Question 48 above; (under the disaster recovery section) GTE will share with AT&T:

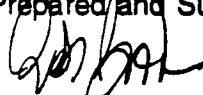
- o an overview of our emergency restoration plans.
- o results of our restoration exercises scheduled to be performed in 1996.
- o will present the LEC-to-LEC mutual aid agreement.

GTE performs annual emergency restoration tests.

Q46: GTEC will provide AT&T with an "escalation" and "expedite" contact list for Maintenance.

A46: GTE will provide AT&T with a single point of contact within GTE for issues requiring escalation. In turn, GTE will use its own internal escalation contact lists to address any escalation or expedite concerns.

Prepared and Submitted by:



Richard Brodeur
Staff Administrator - Network Reliability Support

GTE Telephone Operations
700 Hidden Ridge
HQW03G51
Irving, Texas 75015

AGPL 001176

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TELEPHONE OPERATIONS EMERGENCY RESTORATION PLAN OVERVIEW

Presented By:

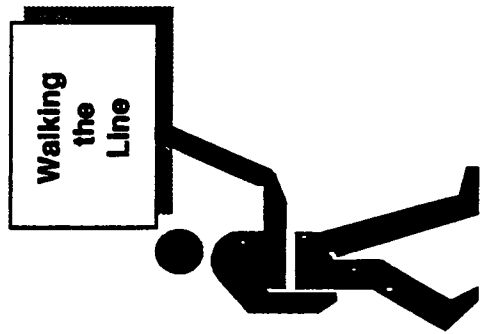
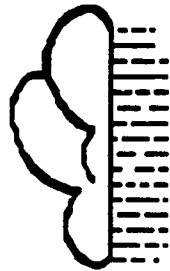
Richard W. Brodeur
Staff Administrator Preventive Maintenance & Testing
Network Reliability

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EMERGENCY RESTORATION PLANS



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EMERGENCY RESTORATION PLAN

Declaration of Emergency Classifications

- ⚡ Class I** Support within the area.
Service restored within 2-weeks.
No outage longer than 72 hours.
Customer notification.

- ⚡ Class II** Full company-wide support.
Service restored within 4-weeks.
No outage longer than 72 hours.
Customer notification.

- ⚡ Class III** Assistance needed from non-GTE Telephone Operations.
Formal request made to other companies for Mutual Aid.

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EMERGENCY RESTORATION PLAN


Plans/Practices/Guidelines:

 Headquarters emergency restoration plan.

 Area/Region emergency restoration plan.

 Telecommunications service priority guidelines.

 Work stoppage guidelines

 Public Affairs crisis communication policy.

 Federal Government: National plans for telecommunications support in non-war time emergencies.
: The Federal response plan.

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EMERGENCY RESTORATION PLAN

Formal Organization



Headquarters task force commander.

All functional departments represented.

Region assigned emergency restoration officers.

Region assigned emergency restoration team.


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EMERGENCY RESTORATION PLAN

Disaster Recovery Assets

 Central Office equipment.

 Microwave/radio equipment.







 Portable emergency generators.

 Transportable phone bank trailers.

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EMERGENCY RESTORATION PLAN

Emergency Disaster Considerations

-  Establish Emergency Operation Centers
-  Pre-stage equipment, vehicles, and supplies.
-  Pre-arrange contract services (fuel, maintenance, and supplies).
-  Damage assessment team.
-  Assemble restoration teams.
-  Arrange for employee assistance in the disaster area.


EMERGENCY RESTORATION PLAN **GTE**

Emergency Disaster Activities

- Functional damage assessment.
- Coordinate with Federal Agencies.
- Customer notification.
- Maintain detail records.
- Emergency services identified/prioritized.
- Establish priority restoration effort.

EMERGENCY RESTORATION PLAN

Exercise Design: Testing Steps

 **STEP 1. Establish the need.**

 **STEP 2. Develop the exercise.**

 **STEP 3. Conduct the exercise.**

 **STEP 4. Exercise debriefing.**

 **STEP 5. Follow-through on lessons learned.**

EMERGENCY RESTORATION PLAN

Summary



Ensure plans are kept current and well publicized within the organization.



Exercise the practices, tune processes.



Full company support of the affected area.



Keep the lines of communications open.



Keep detail records.



Be prepared.

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