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210 N. Park Ave.
Winter Park, FL
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P.O. Drawer 200
Winter Park, FL
32790-0200

Tel: 407-740-8575
Fax: 407-740-0613
tmi@tminc.com

Mr. David Dittimore
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

Dear Mr. Dittimore:

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,

Craig Neeld
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

Intellicall Operator Services, Inc.

WAC 480-120-414 Emergency operation.

Please see attached

(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

- (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.

(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;

- (b) Regional network operations center; or

- (c) Emergency operations center.

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

11-15-06
Date

Intellicall Operator Services, Inc.
Docket No. UT-031755 Response
Emergency Information

WAC 480-120-414 Emergency Operation

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

Atlanta, Georgia

The Atlanta site was decommissioned in early 2006 and no longer exists

Dallas, Texas

Main Contact

Greg Hall-VP Network Eng. & Oper.

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

Cell: (972-814-3998)

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

John Ruth-Switch Technician

Office: (214) 954-6461

Cell: (214) 298-7064

or

Mike Holsenbeck-Switch Technician

Office: (214) 954-6461

Cell: (214) 868-7963

or

Jonas Valdez-Data Engineer

Office: (214) 954-6461

Cell: (214) 734-8389

2. Current Plans for emergency operations

Texas Operations

POWER:

All platforms (switches, router, monitors, etc.) are on protected power either by UPS or generator. The 48 volt systems are powered by redundant rectifiers that convert commercial AC power to 48 volt DC. The rectifiers are backed up by redundant strings of DC batteries that provide sufficient power to all 48 volt platforms when AC is lost. If AC is not restored within a specified amount of time, Diesel generators are 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 full charged at all times.

Non-48 volt equipment is supplied power via redundant inverters which take 48 volt DC and convert it to AC. Like the rectifiers above, if commercial power is lost the battery string bridges the power gap between lost AC and the cranking of the diesel generator. After which the generator will supply the necessary power to run all critical AC platforms. Battery strings and generators used are provided at an N+1 level for all applications.

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.

CARRIER FACILITIES

All switched services utilize multiple Tier 1 carriers for origination and call termination. Should one carrier develop a problem that impacts traffic, all traffic can be directed to another carrier within minutes. For termination traffic the load is spread between 3 to 4 different carriers.

SWITCHING FACILITIES

IOS maintains 24x7 vendor TAC support on all critical switching equipment. All switch vehicles are totally redundant to the card level so that no individual card failure can cause an outage.