

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

Summary Back-up Power by Wire Center										
<b>DUBSWY</b>										
Type	Location	Generator	Size	Fuel	Capacity	Run Time (hr)	Battery Type	Dual/Single	Qty	Run Time
CO Switch	Dubois CO	Generac	150KW	Diesel	369	31	Flooded Cells	DUAL	48	8 hours
ReGen Hut	Togwotee	Generac	35KW	LPG	400	213	sealed lead acid	DUAL	8	8 HOURS
ReGen Hut	Crowheart	Onan	12.5KW	Propane	300	114	sealed lead acid	DUAL	8	8 HOURS
ReGen Hut	Pilot Butte	Generac	40KW	LPG	250	43	sealed lead acid	DUAL	8	8 HOURS
ReGen Hut	Ethete	Generac	15KW	LPG	250	91	sealed lead acid	DUAL	8	8 HOURS
BLC Cabinet	Brooks Lake	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Hut	Pinnacles	Portable					sealed lead acid	DUAL	8	8 HOURS
BLC Cabinet	Pinnacles Summer	Portable					sealed lead acid	SINGLE	8	8 HOURS
BLC Hut	Timberline	Portable					sealed lead acid	DUAL	8	8 HOURS
BLC Cabinet	TVRC	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Hut	Dunoir	Portable					sealed lead acid	DUAL	8	8 HOURS
BLC Cabinet	Upper Dunoir	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Lower Dunoir	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Hut	Union Pass	Portable					sealed lead acid	DUAL	8	8 HOURS
BLC Cabinet	Porcupine	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Hut	Rice	Portable					sealed lead acid	DUAL	8	8 HOURS
BLC Hut	Taylor Creek	Portable					sealed lead acid	DUAL	8	8 HOURS
BLC Hut	Little Warm	Portable					sealed lead acid	DUAL	8	8 HOURS
Mtn Top Site	Windy	Generac	150KW	Diesel	400	25	sealed lead acid	SINGLE	24	20 HOURS
BLC cabinet	Buffalo Buttes	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Assisted Living	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Wells Fargo	Portable					sealed lead acid	SINGLE	1	8 HOURS
BLC Cabinet	HeadWaters	Portable					sealed lead acid	SINGLE	1	8 HOURS
BLC Cabinet	Dubois Town Hall	Portable					sealed lead acid	SINGLE	1	8 HOURS
BLC Cabinet	Utzinger	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC cabinet	Jakey's Fork	Portable					sealed lead acid	dual	8	8 HOURS
BLC Cabinet	Torrey	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	River Park	Portable					sealed lead acid	dual	8	8 HOURS
BLC Cabinet	East Fork	Portable					sealed lead acid	dual	8	8 HOURS
BLC Cabinet	Thunderhead	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Bitterroot	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Dinwoody	Portable					sealed lead acid	dual	8	8 HOURS
BLC Cabinet	Wilderness	Portable					sealed lead acid	DUAL	8	8 HOURS
BLC Cabinet	Dinwoody East	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Burris	Portable					sealed lead acid	dual	8	8 HOURS
BLC Cabinet	Burris Lenore	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Rivers Edge	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	East Crowheart	Portable					sealed lead acid	SINGLE	8	8 HOURS
BLC Cabinet	CM Ranch	Portable					sealed lead acid	SINGLE	8	8 HOURS
<b>Portable Generators</b>										
<b>Location</b>	<b>Manufacturer</b>		<b>Size</b>	<b>Fuel</b>						
Dubois	Homelite		4.4KW	gas						
Dubois	Homelite		4.4KW	gas						
Dubois	Honda		2KW	gas						
Dubois	Onan		6KW	gas						
Dubois	Onan		6KW	gas						

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

Summary Back-up Power by Wire Center										
<b>BGGSWY</b>										
Type	Location	Generator	Size	Fuel	Capacity	Run Time (hr)	Battery Type	Dual/Single	Qty	Run Time
CO Switch	Baggs Central Office	Onan	60KW	Natural Gas	250	unlimited	sealed lead acid	DUAL	48	8 HOURS
ReGen Hut	Baggs Dad Hut	Generac	15KW	LPG	250	91	sealed lead acid	DUAL	8	8 HOURS
BLC Hut	Baggs Savery	Portable					sealed lead acid	DUAL	8	8 HOURS
BLC Hut	Baggs Dixon	Portable					sealed lead acid	DUAL	8	8 HOURS
BLC Hut	IMTS building	Portable					NONE waiting for equip			
BLC Cabinet	Shehann Lane	Portable					sealed lead acid	SINGLE	1	8 HOURS
BLC Cabinet	Baggs Slater	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Baggs Mckee	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Baggs Old School	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Baggs Gold Blossom	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Baggs 3 Forks	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Baggs North Baggs	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Baggs Webber Mesa	Portable					sealed lead acid	SINGLE	4	8 HOURS
BLC Cabinet	Baggs Myers	Portable					sealed lead acid	SINGLE	4	8 HOURS
<b>Portable Generators</b>										
<b>Location</b>	<b>Manufacturer</b>		<b>Size</b>	<b>Fuel</b>						
Baggs	Honda		2 KW	gas						
Baggs	Generac		6.5 KW	gas						
<b>Network Interface Devices (Total Company)</b>										
1) Dubois Telephone Exchange has 1,294 customers with metallic (copper) connections. NIDs are powered from the Central Office Facility										
2) Dubois Telephone Exchange has 742 customers with fiber optic connections. ONTs are battery powered in case of emergency. The batteries are rated 8 hours-no use and 1 hour constant use										
3) Dubois Telephone Exchange has 8 customers connected using advanced wireless ethernet served ONTs. ONTs are battery powered in case of emergency. The batteries are rated 8 hour-no use and 1 hour constant use										
<b>Ability to reroute traffic in an Emergency Situation</b>										
Due to geographic remoteness, both Dubois and Baggs have limited opportunities at present for diverse fiber optic routes. Dubois Telephone's core network is a 4-fiber card protected collapsed ring configuration. A DS3 Microwave radio currently provides limited protection of critical circuits in case of a fiber cut. Recent statewide fiber projects by other carriers have afforded Dubois Telephone an opportunity to explore route diversity using dark fiber leases, long-term IRU agreements or finished services.										
<b>Capability to manage traffic in an Emergency Situation</b>										
DTE serves 2044 customers (Dubois and Baggs), with a Metaswitch soft switch and a Next Gen Broadband Loop Carrier (BLC) platform. Switches and BLCs are adequately configured to ensure carrier class equipment fault/failure tolerance. Transport capacity to the outside world is fiber optic. Numerous carriers have trunks/bandwidth capacity to Dubois and Baggs adequate to handle their traffic projections. However, DTE cannot take responsibility for the capabilities of those interconnected carriers to manage their traffic during an emergency situation.										

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

**I. PURPOSE**

The primary purpose of the Dubois Telephone (DTE) Business Continuity and Disaster Preparedness Plan is to protect DTE and its employees from serious injury, property loss, or loss of life in the event of a major disaster. The secondary purpose of the DTE Business Continuity and Disaster Preparedness Plan is to assure the continuation of communications service to DTE customers in the event of a Disaster or emergency. A Disaster or emergency constitutes any one of the following: fire, severe weather such as tornado, flood, earthquake, blizzard conditions as set forth by community leader, bomb threat, pandemic or hazardous chemical spill.

In the event of any Disaster or emergency listed, this plan describes the responsibilities and actions to be taken to protect all employees and property.

**II. GENERAL PROCEDURES**

A Disaster or emergency warning may come from any one of the following sources: commercial radio or television, civil defense radio, office alarm system, messenger, General Manager or police.

**A. Notification of Emergency Warning**

A person receiving notification of a possible Disaster or emergency should immediately notify their immediate supervisor. The type of Disaster or emergency situation should then be conveyed to all employees with the use of the office emergency alarm and/or paging system.

**B. Emergency Control Committee (ECC)**

The following personnel will constitute the Emergency Control Committee (ECC). In the event of a Disaster or emergency, they are to report to a designated Emergency Control Center unless the prevailing situation dictates otherwise.

**GENERAL MANAGER**

Phone: 307-455-2341

Mobile: 307-851-1777

**OPERATIONS MANAGER**

Phone: 307-455-2341

Mobile: 307-851-2401

**ENGINEERING MANAGER**

Phone: 307-455-2341

Direct: 307-450-8029

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

**C. Safety Supervisor**

The **OPERATIONS Manager** has been designated as the Safety Supervisor and serves as the coordinator for all safety and safety training issues.

**D. Emergency Control Committee (ECC) Responsibilities**

Following is a list of responsibilities assigned to the Emergency Control Committee (ECC):

1. Assess the nature and extent of all emergencies
2. Assume control of all emergency actions.
  - a. Notify and coordinate with Emergency Response, Public Safety Answering (PSAP), Civilian Emergency Response Team (CERT)- County Notification
  - b. Wyoming PSC if necessary 307-777-5722
  - c. Colorado PUC if necessary 303-894-2000
3. Communicate emergency to employees
4. Assign tasks to personnel to carry out specific actions
5. Order evacuation if deemed necessary
  - a. Account for all employees
6. Take any other action necessary to protect life
7. Annually review this plan and revise as necessary
8. Plan training exercises to test the evacuation plan
9. Instruct personnel of their duties under this plan

**In any Disaster or emergency situation, the ranking member of the Emergency Control Committee (ECC) present shall have final authority to coordinate procedures, and amend, modify or supersede any provisions of this plan in order to ensure employee safety.**

**E. Emergency Control Center**

Emergency actions should be coordinated at the Emergency Control Center, which will be designated as the General Manager's office at 12 South 1<sup>st</sup> Street, Dubois, WY.

**F. First Aid Services**

Any member of the Emergency Control Committee (ECC) will administer first aid as needed. He/She will be available to administer first aid in the office, or in the event of a complete evacuation, at a safe assembly area outside the office. In addition, several other DTE employees have also successfully completed Basic First Aid and CPR training, and may be called upon by a member of the Emergency Control Committee if the situation warrants. – Notify EMS immediately if First Aid or CPR warranted.

**G. Utility Controls**

The Emergency Control Committee (ECC) members will notify Gas and/or Electric Utility to have the power and/or gas shut off.

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

**H. News Information**

Information to any source of the news media will only be released at the discretion of the General Manager or Chief Executive Officer, Chief Financial Officer, Chief Technical Officer or Director of Marketing.

**III. EMERGENCY ALARMS**

**A. Fire Alarm System**

In the event of a fire, the alarm system will be activated. In addition, a member of the Emergency Control Committee (ECC) will make an announcement over the paging system stating an emergency exists. Upon hearing the alarm or announcement, employees should, immediately proceed to the designated evacuation site located at the Warehouse Building next to the premises. A roll call using the Fire/Evacuation Plans and Current Employee Roster will be called to ensure employees are safe. In addition, all visitors in the building must be accounted for.

**B. Action**

When the alarm is activated or an announcement is made, at least one (1) member of the Emergency Control Committee (ECC) shall report to the designated evacuation site outside the office complex. That Committee member should ensure that outside employees do not re-enter the building. The remaining members of the Emergency Control Committee (ECC) other members should take any necessary actions to ensure safety of the employees and visitors and notify proper agencies for needed services.

**C. Office-Wide Evacuation Alarm**

With the exception of a fire alarm, employees should not evacuate the building unless authorized by the Emergency Control Committee (ECC). The signal alarm for an office wide evacuation will be a continuous alarm and/or an announcement by a member of the Emergency Control Committee (ECC) over the paging system stating an evacuation is ordered.

**D. Segmented Area Evacuation**

The signal/alarm for a segmented area evacuation will also be a continuous alarm and/or an announcement over the paging system by a member of the Emergency Control Committee (ECC), stating a segmented evacuation is ordered. A member of the Emergency Control Committee (ECC) will have the authority to activate this alarm and give appropriate instructions to employees to ensure safety. It is the responsibility of this person to alert all employees as to what type of emergency is occurring and the location of the emergency. Once at the assembly site, an employee roll call will be conducted and reported to an Emergency Control Committee (ECC) member. In addition, all visitors in the building must be accounted for.

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

**E. Phone Listings**

Listings of all emergency telephone numbers are located at the receptionist desk and in the offices of all Emergency Control Committee (ECC) members.

If the emergency occurs during other than normal working hours, the General Manager or Operations Manager will notify the other emergency control team with an announcement of where the control committee will meet. If the business office has not been affected then the conference rooms at the business office, if the office building has been affected then meet at the Warehouse Building location.

**IV. EVACUATION SITES**

A map of all evacuation sites will be displayed in the **conference room** and throughout the departments. Each map will show the route and exit to take depending on where employees are located in the office. It will be the responsibility of the Safety Supervisor to inform employees of these evacuation routes.

**V. EMERGENCY SHUTDOWN PROCEDURE FOR DISASTERS**

An emergency shutdown will only be ordered from the highest-ranking member of the Emergency Control Committee. No employee should risk any type of injury to accomplish this task. However, if time permits, the following duties should be performed:

1. All aisles and exit ways should be free of obstructions.
2. The Operations Manager should call Utility to shut off gas lines and the electrical supply. In the event that the Safety Supervisor is unavailable, a member of the Emergency Control Committee (ECC) shall take such action.
3. In the event of a disaster or emergency, the following procedures should be put in effect by the Safety Supervisor or other members of the **Emergency Control Committee (ECC):**

**V.1 TORNADO**

1. Listen for the latest advisories on the radio.
2. Utilize exterior cameras for outside observation.
3. If necessary, initiate applicable emergency shutdown procedure.
4. Make an announcement over the paging system stating "A tornado emergency exits — please proceed to the basement."
5. Move personnel into the designated tornado safe assembly area within the building – in the basement by the caged area behind the break room. - Once all are assembled, a roll call will be taken.
6. Account for all visitors.
7. After the tornado passes, restore calm and check for injuries.

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

**V.2 SEVERE WEATHER/BLIZZARD**

1. Listen; or watch for weather advisories on the radio, television or Internet.
2. Depending on weather severity, e.g., (Mayor shuts down the town for safety reasons etc.), the General Manager will make the determination on whether to initiate emergency office closure.
  - a. Management staff and key office personnel may be required to work remotely (telecommute) if they are equipped to do so. Key employees are defined as those in management and customer contact individuals such as Customer Service Specialists and Operations Technicians including IT. The phones will need to be routed to reach key employees by landline or cell phone.
  - b. For service outages, network personnel will respond when city officials or the Emergency Control committee has deemed it safe to do so.
3. Managers will notify their staff immediately of office closure once the decisions have been made. Each manager should have a copy of all contact names and numbers along with the employee roster.
4. In the event of Department of Transportation (DOT) road closures where the office remains open, staff that are unable to make it to the office will be required to take vacation. In the event that employees do not have accrued vacation they will go negative on the books and future accrual will be used to back fill unavailable vacation balance.

**V.3 EARTHQUAKE**

An earthquake will usually occur without warning. Due to the suddenness, all personnel should:

1. Drop to the ground
2. Take Cover
3. Hold On Until the shaking stops
4. Additional information
  - a. If there isn't a table or desk near you, drop to the ground in an inside corner of the building and cover your head and neck with your hands and arms. Do not try to run to another room just to get under a table.
  - b. Studies of injuries and deaths caused by earthquakes in the U.S. over the last several decades indicate you are much more likely to be injured by falling or flying objects (TVs, lamps, glass, bookcases, etc.) than to die in a collapsed building. "Drop, Cover, and Hold On" offers the best overall level of protection in most situations.
  - c. **DO NOT ATTEMPT TO EXIT THE BUILDING - NO ONE SHOULD GO OUTSIDE THE BUILDING.**

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

5. After an earthquake has stopped, the following procedure should be initiated:
  - a. All employees should help restore calm to fellow employees.
  - b. Emergency Control Committee (ECC) members should check for injuries and provide first aid as needed.
  - c. Evacuate the building immediately following the earthquake. Damage to the structure may have resulted. Proceed to the designated assembly area.
  - d. The Safety Supervisor should check for fires and shut off all gas, electricity, and water at main controls.
  - e. The building should be inspected by a member of the Emergency Control Committee for damage.
  - f. The Emergency Control Committee should then notify proper utility companies or other services as needed.

**V.4 FIRE/BOMB THREAT**

In the event of a fire, appropriate actions as defined under Section III. A-C. "Office-Wide Evacuation Alarms" shall be taken.

**V.5 PANDEMIC**

A pandemic is an epidemic disease that spreads to other communities usually beyond national borders. In the event of a pandemic such as Bird Flu or H1N1 the following procedure should be initiated.

1. Listen, or watch for advisories on the radio, television or Internet of an upcoming Pandemic.
2. Once identified the General Manager and/or Control Committee will initiate office closure procedures.
3. The following key employees will have and maintain internet access and phone service so they can telecommute if necessary.
  - a. General Manager
  - b. Operations Manager
  - c. Finance & Administration Manager
  - d. Controller
  - e. IT Supervisor
  - f. Engineering Manager
  - g. Plant Manager
  - h. Central Office Manager
  - i. Customer Service Specialists
  - j. Network Technicians
4. In case of pandemic, all calls will be dispatched to the Operations Manager for call out to the technicians.
5. If quarantine goes into effect, technicians will not go beyond the demarcation point at any residence or business.
6. Technicians will wear masks to cover their nose and mouth and can walk away from any trouble where they may be exposed to the virus.

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

7. Employees who are sick with the virus or other ailment must report their illness to their department head immediately and take leave.
8. Once the pandemic is lessened or the quarantine is removed, all employees will be notified to report back to the office.

**VI. HOUSEKEEPING**

Good housekeeping will be the responsibility of all DTE employees and includes the following:

- A. Waste materials are to be discarded in their proper places.
- B. All aisles and exits will be kept clear.
- C. All areas to fire extinguishers will be kept clear for access.
- D. All employees will be instructed and receive an electronic copy on the "DTE Communications Business Continuity and Disaster Preparedness Plan."
- E. Emergency telephone numbers will be posted at the front desk and in the lower level break room.
- F. The Safety Supervisor will be responsible for instructing employees on how to handle, store, and maintain hazardous materials properly.

**VII. CYBER SECURITY**

Ongoing Development of the corporate Cyber Security Policy and Procedure following the Communications Security Reliability and Interoperability (CSRIC) and National Institute of Standards and Technology (NIST) framework.

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

**SECTION 1  
EMERGENCY RESPONSE**

**I. PURPOSE**

This Section 1 provides an Emergency Response Plan for restoring communications services following an outage resulting from a disaster or emergency. It also identifies critical communications services requiring immediate restoration to support disaster recovery efforts.

**II. DEFINITIONS**

In the event of a Disaster or emergency, the warning may come from any one of the following sources: commercial radio or television, civil defense radio, office alarm system, messenger, or police.

**A. Disaster or Emergency** – A significant event resulting in the partial or entire loss of communications capability within an exchange serving area. A significant event can include any major natural occurrence such as a flood, earthquake, fire, tornado or other severe weather, or an unnatural occurrence such as a bombing, arson, or other terrorist related threat. Other events can include, but not be limited to, an intentional or unintentional fiber or copper cable cut.

**B. Emergency Control Committee (ECC)** – The DTE Emergency Response Team is a group of employees designated and assembled to respond to a Disaster or emergency. The DTE Emergency Response Team consists of the following employees:

1. General Manager
2. Operations Manager
3. Plant Supervisor
4. Engineering Manager
5. IT Supervisor
6. Controller

**III. DISASTER /EMERGENCY RESPONSE**

A member of the Emergency Control Committee (ECC) shall be contacted immediately upon the report of a Disaster or emergency and the following actions shall be taken:

A. The Committee shall immediately establish the Emergency Control Center and reroute communications as appropriate to this location.

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

- B. Contact Federal, State of Colorado PUC, and/or Wyoming PSC, City and County authorities
- C. In the event of land-line failure, mobile communications shall be arranged at the Emergency Control Center.
- D. The Committee shall use Email and/or mobile text messaging capability (as available) in the event that voice communications are unavailable.
- E. As soon as it is safe to do so, the Committee shall arrange and dispatch the appropriate resources for restoration of any damaged facilities.
- F. Restoration of essential communication services shall be completed in the following order:
  - 1. "Emergency Services" to include 911 service and local law enforcement, fire department and search and rescue departments.
  - 2. "Essential Services" to include hospitals, doctors offices, medical centers, etc., TOLL trunks and trunk circuits to include mobile phone service trunking.
  - 3. "Public Customer Services" to include city, county, state and federal facilities including schools.
  - 4. "Business Customer Services" to include large and small business customers
  - 5. "Residential Customer Services" to include all remaining communication services

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

**SECTION 2  
SERVICE RESTORATION RESPONSE**

**I. PURPOSE**

Section 2 provides a Service Restoration Response in the event of a major outage. A major outage is defined as any event resulting in a simultaneous disruption of service to ten (10) or more communications customers in an exchange area.

**II. PERSONNEL**

DTE personnel within the following departments will be assigned duties as described in Section 2, and are responsible for assuring completion of the Service Restoration Response Process.

ALL	Includes all Personnel
ADMINISTRATION	Includes all Management Personnel
OPERATIONS	Includes all Operations & Engineering Personnel
IT/IS	Includes all Information Technology, Information Services and Internet Personnel
COMMERCIAL	Includes all Finance & Customer Service Personnel

**III. RESTORATION RESPONSE AND RESPONSIBLE PERSONNEL**

**A. Switch Disaster (Voice Switching)** - In the event of a loss of circuit switching capabilities due to a disaster or emergency, OPERATIONS shall immediately inform ADMINISTRATION and COMMERCIAL and proceed to contact the Switch Administrator at DTE noted on the supplies and contractors list here to attached as Exhibit A, the cause of the outage and coordinate restoration efforts. Both ADMINISTRATION and COMMERCIAL shall be informed upon successful restoration of the Circuit Switch.

**B. Trunking and Interconnection Disaster (Transmission Systems)** – In the event of a loss of trunking and interconnection services related to a SONET Systems failure caused by a Disaster or emergency, OPERATIONS shall immediately inform COMMERCIAL and proceed to coordinate efforts with the Affiliated Companies listed in attached Exhibit B, to determine the cause of the outage, and take actions as outlined in the “Fiber Optic Network Affiliate Agreement, Attachment B – Operations and Maintenance”. COMMERCIAL shall be informed upon successful restoration of the SONET System.

**C. Trunking and Interconnection Disaster (Cable Systems)** – In the event of a loss of trunking and interconnection services related to a cable systems failure caused by a disaster or emergency, OPERATIONS shall immediately

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

inform COMMERCIAL and proceed to coordinate efforts with the affiliated companies listed in Exhibit C, hereto attached, as defined in the Fiber Facilities Operation and Maintenance Agreement to determine the cause and location of the outage, and take subsequent restoration actions as defined in the Fiber Facilities Restoration Plan. COMMERCIAL shall be informed upon successful restoration of the cable system.

- D. Commercial AC Power Disaster** - In the event of a loss of Commercial Alternating Current (AC) power caused by a disaster or emergency, OPERATIONS shall immediately confirm the functionality of emergency standby generator systems and then inform ADMINISTRATION of the situation, proceeding to contact the appropriate utility company as identified in the Suppliers & Contractors list, as attached as Exhibit B, to determine the cause of the outage. If Commercial power cannot be restored within a reasonable time, emergency standby generator systems shall be monitored regularly to assure continued power to the DC power systems and backup batteries.
  
- E. DC Power Systems and Backup Battery Disaster** - In the event of a loss of Direct Current (DC) power systems caused by a disaster or emergency, OPERATIONS shall immediately coordinate efforts to determine the cause of the outage. If DC power cannot be restored due to rectifier failure or destruction, OPERATIONS shall contact Thermobond Buildings as noted in the Suppliers & Contractors List attached as Exhibit B to coordinate restoration, repair or replacement with the power equipment vendor.
  
- F. Off-Net Private Line and Special Circuits Disaster** - In the event of a loss of Private Line and Special Circuits provided by an off-net carrier due to a disaster or emergency, OPERATIONS shall immediately contact the off-net carrier to determine the cause of the outage. Upon determining the cause of the outage and the estimated restoral time, OPERATIONS shall inform COMMERCIAL of the circumstances. COMMERCIAL will relay the appropriate information to the customer or end user.
  
- G. Long Distance Service Disaster** - In the event of a loss of Long Distance service as a result of a disaster or emergency, DTE shall immediately contact ACT, Vision Net, and/or Centurylink as noted in the attached Suppliers & Contractors List to report such outage and to coordinate restoration or repair.
  
- H. Internet Service Disaster** - In the event of a loss of Email or web service access due to a disaster or emergency, DTE shall immediately contact ACT and/or Vision Net as noted on the Supplies & Contractors List as Exhibit B, to assist in identifying the cause of the loss of Email or Web service and inform COMMERCIAL of the outage and approximate time to restore

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

service. COMMERCIAL will relay the appropriate information to the customer or end user.

- I. Digital Subscriber Line Access Multiplexer (DSLAM) and Digital Loop Carrier Systems (DLC) Disaster** – In the event of a loss of DSL and/or voice services relating to a DSLAM or DLC Disaster or emergency, OPERATIONS shall immediately work to determine the cause of the outage. If determined necessary OPERATIONS shall contact the appropriate vendor as noted on the Supplies & Contractors List, Exhibit B, to repair or replace the damaged equipment, and inform COMMERCIAL of the outage and approximate time to repair. COMMERCIAL will notify the customer or end user.
  
- J. Operations Support Systems (OSS)** – In the event of a loss of Operations Support Systems relating to a disaster or emergency, IT shall be immediately contacted to determine the cause of the outage. COMMERCIAL and ADMINISTRATION shall be informed of the outage and coordinate with the IT Coordinator to determine how long it will take to repair or replace the damaged OSS equipment or Wide Area Network (WAN) connectivity.

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

**SECTION 3  
COMMUNICATIONS AND COORDINATION**

**I. PURPOSE**

Section 3 provides general guidelines for inter-departmental communications and coordination in the event of a disaster or emergency. These guidelines are intended to complement, not supersede, DTE's existing work procedures. All actions outlined in this section are intended to expedite the repair and restoration of communications services to the community affected by the disaster or emergency.

**II. COORDINATION AND STAFFING**

Emergency staffing needs and employee scheduling will be determined by the Emergency Control Committee who shall coordinate all restorations and repair oversight from the Emergency Control Center.

**Emergency Control Committee responsibilities include the following:**

1. Establish a temporary 911 Public Safety Answering Point (PSAP), if necessary
2. Coordinate all communications between restoration and repair personnel
3. Direct and dispatch restoration and repair personnel and all other resources as necessary
4. Provide continued updates to RT management personnel and affiliated company management personnel if emergency impacts services delivered in affiliated company areas.
5. Accumulate, evaluate and direct customer trouble reports as necessary to appropriate restoration personnel
6. Inform and update local authorities of communication restoration status.
7. Advise answering service of the nature and estimated duration of the service disruption.
8. Coordinate the availability of mobile communications as required
9. Coordinate the availability of network records as required

**A. ADMINISTRATION responsibilities include the following:**

1. Assist the Emergency Control Committee as requested
2. Control media and coordinate the delivery of General Manager press releases
3. Notify regulatory agencies as required (Public Service Commission)

**B. OPERATIONS responsibilities include the following:**

1. Establish communications between the nearest location to the disaster or emergency and the Emergency Control Center

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

2. The first responding OPERATIONS employee shall serve as the Field Coordinator and shall be the single point of communications between the location of the disaster or emergency and the Emergency Control Center until a supervisor or manager can be dispatched to the location
3. Perform all restoration and repair work in the affected area(s)

**C. IT/IS responsibilities include the following:**

1. Establish communications between the nearest location to the disaster or emergency
2. The first responding IT employee shall serve as the Field Coordinator and shall be the single point of communications between the location of the disaster or emergency and the Emergency Control Center until a supervisor or manager can be dispatched to the location
3. Initiate immediate action to restore affected Internet hardware including routers and switches
4. Perform all restoration and repair work in the affected area(s)

**D. COMMERCIAL responsibilities include the following:**

1. Establish communications between the contract answering service as noted on the Supplies & Contractors List, attached as Exhibit B, and the Emergency Control Center
2. Communicate the status of the disaster or emergency to the contract answering service
3. Communicate the status of the disaster or emergency to customers reporting service outage
4. Record all customer reports on service outage and forward to the Emergency Control Committee for the appropriate action
5. Assist the Emergency Control Committee with customer calls to confirm restoration of service
6. Provide assistance as requested by the Emergency Control Committee

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

**EXHIBIT A  
SUPPLIERS & CONTRACTORS**

**I. PURPOSE**

Exhibit A provides contact information for those Suppliers & Contractors providing support services to DTE.

**A. Internet Wholesale Suppliers & Contractors**

Advanced Communications Technology, Inc.  
Dave Berry, Operations Manager  
Office: 307-675-0922  
Mobile: 307-431-9064  
Emerg: 307-675-0998

**B. Switching Network Support – Metaswitch**

Scott Enderle, CSE 510-217-5181  
Andy Finney, Support Manager (Escalations) 510-217-4474  
Reston, VA NOC 703-480-0500  
Alameda, CA NOC 510-748-8230  
Emergency 800-308-8772  
Bill Allen, Sales Manager 510-748-1829

**C. Supply Chain Management & Contractors**

Graybar Electric 800-876-5667  
Border States Electric 800-736-6266  
KGP Logistics 800-755-1950  
Alamon Telco 800-252-8838

**D. Power Suppliers & Contractors**

High Plains Power 307-455-2475  
Rocky Mountain Power 307-378-2470 or 888-221-7070  
Action Battery Wholesalers, Inc- 715-247-5512  
Thermbond (Marconi Power Systems) 800-356-2686  
TW Enterprises (Generator Maintenance) 800-995-3795  
Power Product Services 800-424-1928

**E. Fuel Providers (Standby Generators)**

Dubois Central Office: Crowheart Store 307-486-2285  
Riverton Hut: Source Gas 800-568-0012  
Ethete Hut: AmeriGas (Riverton) 307-856-3868  
Pilot Butte Hut: AmeriGas (Riverton) 307-856-3868  
Crowheart Office:V-1 Propane (Dubois) 307-455-2315, 307-450-9090  
Togwotee Hut: V-1 Propane (Dubois) 307-455-2315, 307-450-9090  
Baggs Central Office: AmeriGas (Craig, CO) 970-824-5423  
DAD Hut: V1/AmeriGas (Rawlins) 307-324-5058

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

<b>F. Excavation</b>		
T-Y Construction		307-455-2479
<b>G. Wholesale Long Distance Suppliers &amp; Contractors</b>		
Associated Network Partners, Inc-		217-698-1581
Emergency		866-287-4835
<b>H. Back Office Internet Support</b>		
Vision Net (TAC)		866-624-6462
Vision Net (Office)		406-467-4700
<b>I. Tier One ISP Connectivity – North Route</b>		
Vision Net (NOC)		866-624-6462
Vision Net (Office)		406-467-4700
<b>J. Tier One ISP Connectivity – South Route</b>		
ZAYO (NOC)		800-609-1025
ZAYO (Office)		503-309-6071
<b>K. Tier One ISP Connectivity – East Route</b>		
SDN Communications (NOC)		877-287-8023
SDN Communications (Office)		800-247-1442
<b>L. CISCO Routers, Switches and Firewalls</b>		
CISCO (TAC)		800-553-2447
<b>M. Broadband Loop Carrier/Digital Loop Carrier Network Support</b>		
Calix (TAC)		777-766-3500
Calix Escalation		612-360-1426
Paradyne		403-235-4271
Telstrat		888-658-8572
Tellabs		800-690-2324
Adtran (TAC)		256-963-8716
<b>N. SONET / DWDM Network Support</b>		
Fujitsu (TAC)		800-873-3822
Fujitsu Escalation		303-889-9494
<b>O. Microwave Network Support</b>		
Alcatel		888-252-2832
<b>P. Carrier Ethernet Network Support</b>		
CYAN (TAC)		800-873-3822
CYAN Escalation		303-889-9494

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

<b>Q. Engineering Consultant (MidState)</b>	435-623-8601
<b>R. Network Innovations (MSAT 2-way radio)</b>	888-842-2914
<b>S. IT &amp; Computer Supplies</b> Tiger Direct (Scott Cannon)	877-998-8534
<b>T. Billing Support System/Operations Support System (BSS/OSS)</b> Jim Klein, IT Supervisor (Office) Jim Klein, IT Supervisor (Mobile)	406-347-2226 406-351-1944
<b>U. Wireless Service Providers</b> Union Wireless Commnet Wireless/Verizon Extended	307-782-6131 720-733-7854
<b>V. Interconnecting Carriers</b> Century Link Silver Star Communications MCI/Verizon	888-678-8080 307-883-2411 916-576-6831
<b>W. Safety Services</b> Clark Safety & Loss	406-259-6154
<b>X. Alarm Monitoring and After Hours Customer Support</b> Vision Net (TAC) Vision Net (TAC Manager Mobile)	866-624-6462 406-590-4690

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

**EXHIBIT B  
AFFILIATED COMPANIES**

**I. PURPOSE**

Exhibit B provides contact information for those companies affiliated with Dubois Telephone.

**Range Telephone Cooperative, Inc.**

2325 E. Front Street  
Forsyth, Montana 59003

Office:	406-347-2226
Office:	800-927-2643
Fax:	406-347-2410
Emerg:	406-347-2226

**Advanced Communications Technology, Inc.**

290 N. Brooks Street  
Sheridan, Wyoming 82801

Office:	307-673-0910
Office:	888-304-8889
Fax:	307-675-0974
Emerg:	307-675-0900

**RT Communications, Inc-**

130 S- 9<sup>th</sup> Street  
Worland, Wyoming 82801

Office:	307-347-7000
Office:	800-647-9841
Fax:	307-347-9200
Emerg:	307-347-7666

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

**EXHIBIT C  
OTHER CONTACTS**

**I. PURPOSE**

Exhibit C provides contact information for entities that should be or may need to be contacted should an emergency situation arise at DTE, **CALL 911!**

**LAW ENFORCEMENT OFFICES**

Fremont County Sheriff's Office	307-856-7200
Riverton Police Department	307-856-4891
Dubois Sheriff's Office	307-455-2226
Bureau Indian Affairs Police	307-332-3112
FBI Lander	307-335-7559
Carbon County Sheriff's Department	307-324-2776
Baggs Police	307-383-6000
Wyoming Highway Patrol	800-442-9090
Colorado Highway Patrol	970-824-6501
Moffat Co. Sheriff's Department	970-824-4495
Routt Co. Sheriff's Department	970-879-1090
Wyoming Homeland Security	307-777-4663
After hours Duty Officer	307-777-4321
FCC 24/7 Operations Center	202-418-1122
Email <a href="mailto:disasterassistance@fcc.gov">disasterassistance@fcc.gov</a>	

**MEDICAL FACILITIES**

Riverton Memorial Hospital	307-856-4161
Lander Regional Hospital	307-332-4420
Dubois Medical Clinic	307-455-2516
Kinder Family Clinic Baggs	307-383-2008
Carbon County Memorial Hospital (Rawlins)	307-324-2221
Memorial Hospital (Craig, CO)	970-824-9411
Yampa Valley Medical Center (Steamboat, CO)	970-879-1322

**UTILITY COMPANIES**

High Plains Power	307-455-2475
Rocky Mountain Power	307-378-2470 or 888-221-7070
Yampa Valley Electric Assoc. (Craig, CO)	970-824-6593
Questar Gas (Baggs, Little Snake River Valley)	800-767-1689

**PRODUCER & PIPELEINE AUTHORITIES**

Anadarko Petroleum (Dad, Savery-North)	800-738-9816
Colorado Interstate Gas/EI Paso (DAD, Wamsutter)	877-712-2288
Questar Pipeline (Little Snake River Valley)	800-767-1689
Plains Pipeline (Baggs, Wamsutter) parallel to fiber	866-800-7677
Williams Field Service (Dad, Wamsutter)	800-635-7400

**Dubois Telephone Exchange, Inc.  
Business Continuity and Disaster Preparedness Plan**

**FEDERAL LAND MANAGEMENT AGENCIES**

Shoshone Nat'l Forest (USFS) Wind River District	307-455-2466
Bridger-Teton National Forest (Buffalo District)	307-543-2386
Bureau Land Management Lander Office	307-332-8400
Medicine Bow-Routt National Forest (Supv Office)	307-745-2300
Bureau Land Management Rawlins Office	307-328-4200
Bureau Land Management Craig, CO. Office	970-826-5000

**OTHER COOPERATING PARTNERS and AGENCIES**

National Weather Service (Riverton)	307-857-3898
WYDOT (Dubois)	307-455-2434
Wind River Indian Reservation	
Eastern Shoshone Tribe	307-332-3914
Northern Arapaho Tribe	307-335-8100
Bureau of Indian Affairs (Supt)	307-332-7810
KCWC Public Television	307-856-6944
KUWR Public Radio (Engineering)	307-766-3531

**MUNICIPALITIES**

Town of Dubois	307-455-2345
Town of Baggs	307-383-2888

**EMERGENCY SERVICES**

Dubois Volunteer Fire Department Hall	307-455-2212
Crowheart Volunteer Fire Department Hall	307-486-2221
Baggs Volunteer Fire Department Hall	307-324-2776
Fremont Co. Emergency Services	307-856-2374
Carbon Co. Emergency Services	307-328-2750
American Red Cross Colorado	800-272-6668
American Red Cross Wyoming	307-638-8906
Center for Disease Control	800-232-4636
Poison Control	800-222-1222

**BURIED CABLE LOCATION SERVICE**

Colorado One Call	800-424-5555
Wyoming One Call	800-849-2476
Wyoming Road Report	
Inside Wyoming dial 511, outside Wyoming	888-996-7623
Colorado Road Report	
Inside Colorado dial 511, outside Colorado	303-639-1111