

# Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan

## I. PURPOSE

The primary purpose of the Advanced Communications Technology, Inc. (ACT) Business Continuity and Disaster Preparedness Plan is to protect ACT and its employees from serious injury, property loss, or loss of life in the event of a major disaster. The secondary purpose of the ACT Business Continuity and Disaster Preparedness Plan is to assure the continuation of communications service to ACT 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 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: 307-673-0910  
Direct: 307-675-0920  
Mobile: 307-431-9075  
Home: 307-655-2346

#### OPERATIONS MANAGER

Phone: 307-673-0910  
Direct: 307-675-0922  
Mobile: 307-763-7273

#### IT SUPERVISOR

Phone: 307-673-0910  
Direct: 307-675-0904  
Mobile: 307-752-7156

# Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan

## **FINANCE & ADMINISTRATION MANAGER**

Phone: 307-673-0910  
Direct: 307-675-0907  
Mobile: 307-752-9925  
Home: 307-675-8888

## **CONTROLLER**

Phone: 307-673-0910  
Direct: 307-675-0901  
Mobile: 307-763-3401  
Home: 307-675-8675

### **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
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 290 N. Brooks Street, Sheridan, Wyoming.

If the emergency situation warrants the committee members to meet at the ACT Network Operations Center located at 60 West Seymour Street, it will be the General Manager's responsibility or

# **Advanced Communications Technology, Inc.**

## **Business Continuity and Disaster Preparedness Plan**

ranking manager to notify, and give the location where members are needed.

### **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 ACT 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 MDU to have the power and gas shut off.

### **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 in the parking lot corner by the Senior Citizens Center 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

# Advanced Communications Technology, Inc.

## Business Continuity and Disaster Preparedness Plan

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.

### 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 Central Office (CO) at 60 W Seymour St.

## 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 Operations Manager 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:

- A. All aisles and exit ways should be free of service vehicles.
- B. The Operations Manager should call MDU at 800-638-3278 to

# Advanced Communications Technology, Inc.

## Business Continuity and Disaster Preparedness Plan

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.

- C. 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)**:

### TORNADO

1. Listen for the latest advisories on the radio.
2. Utilize exterior cameras for outside observation.
3. If necessary, initiate applicable Emergency Shutdown Procedures.
4. Make an announcement over the paging system stating “A tornado emergency exist — 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.

### 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

# Advanced Communications Technology, Inc.

## Business Continuity and Disaster Preparedness Plan

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.

### PROCEDURE FOR 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.**
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

# **Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan**

notify proper utility companies or other services as needed.

## **PROCEDURE FOR 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.

## **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. Engineer
  - g. Customer Service Specialists
  - h. 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.
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.

# **Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan**

## **VI. HOUSEKEEPING**

Good housekeeping will be the responsibility of all ACT 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 "Advanced Communications Technology, Inc. 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.

# Advanced Communications Technology, 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 ACT Emergency Response Team is a group of employees designated and assembled to respond to a Disaster or emergency. The ACT Emergency Response Team consists of the following employees:

1. General Manager
2. Operations Manager
3. Finance And Administration Manager
4. IT Supervisor
5. Controller

# **Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan**

## **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.
- B. Contact 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

# Advanced Communications Technology, 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

ACT 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 Personnel - Engineering
INFORMATION	Includes all Information Technology and Internet
COMMERCIAL	Includes all Finance & Administration Personnel

### III. RESTORATION RESPONSE AND RESPONSIBLE PERSONNEL

- A. Switch Disaster (Circuit 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 Range Telephone 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 (SONET 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.

# Advanced Communications Technology, Inc.

## Business Continuity and Disaster Preparedness Plan

- 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 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.

# **Advanced Communications Technology, Inc.**

## **Business Continuity and Disaster Preparedness Plan**

**G. Long Distance Service Disaster** – In the event of a loss of the underlying wholesale service supporting the ACT, Range Long Distance, RT Connect and DTE World Long Distance as a result of a disaster or emergency, COMMERCIAL shall immediately contact ANPI as noted in the attached Suppliers & Contractors List, to coordinate restoration or repair. COMMERCIAL shall contact the Affiliated Companies listed in Exhibit B to update them on the outage and restoration plans.

### **H. Internet Service Disaster –**

- 1.** In the event of a loss of Email or web service access due to a disaster or emergency, INFORMATION shall immediately contact VisionNet 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 service. COMMERCIAL will relay the appropriate information to the customer or end user.
- 2.** In the event of a loss of Internet routing or switching hardware due to a disaster or emergency, INFORMATION shall immediately contact CISCO TAC as noted on the Supplies & Contractors List, Exhibit B, to assist in identifying the cause of the loss of equipment, and inform COMMERCIAL of the outage and approximate time to repair. COMMERCIAL will relay the appropriate information to the customer or end user INFORMATION is authorized to request the necessary OPERATIONS personnel to assist in the restoration.
- 3.** In the event of a loss of Tier One Internet connectivity relating to an upstream provider and due to a disaster or emergency, INFORMATION shall immediately contact the affected Tier One provider as noted on the Supplies & Contractors List, Exhibit B, to determine the extent and duration of the outage. INFORMATION shall take the necessary steps to reroute traffic where redundancy is not readily available, and inform COMMERCIAL of the outage (if any) and approximate time to repair. COMMERCIAL will relay the appropriate information to the customer or end user.

## **Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan**

- 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 coordinate with INFORMATION to determine the cause of the outage. OPERATIONS and/or INFORMATION 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, INFORMATION shall immediately contact Range Telephone Cooperative, Inc. IT Coordinator as noted on the Supplies & Contractors List, attached as Exhibit B, to determine the cause of the outage. INFORMATION shall inform COMMERCIAL and ADMINISTRATION of the outage and coordinate with the Range Telephone IT Coordinator to repair or replace the damaged OSS equipment or Wide Area Network (WAN) connectivity.

# **Advanced Communications Technology, 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 an disaster or emergency. These guidelines are intended to complement, not supersede, ACT'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.

#### **A. 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 ACT 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

# Advanced Communications Technology, Inc.

## Business Continuity and Disaster Preparedness Plan

### **B. 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)

### **C. OPERATIONS responsibilities include the following:**

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

### **D. INFORMATION responsibilities include the following:**

1. Establish communications between the nearest location to the disaster or emergency
2. The first responding INFORMATION 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)

### **E. 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

## **Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan**

5. Assist the Emergency Control Committee with customer calls to confirm restoration of service
6. Provide assistance as requested by the Emergency Control Committee

# Advanced Communications Technology, 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 ACT.

#### A. Switching Suppliers & Contractors

##### 1. Range Telephone Cooperative, Inc. (CLEC Switching Services Contract)

###### a. Allen Wetherelt, Operations Manager & Switch Administrator

###### (i) Office:

(a) Office: 406.347.2226

(b) Mobile: 406.351.1022

(c) Emerg: 406.347.2226

#### B. Associated Network Partners, Inc. "ANPI" (VoIP Switching Services)

##### 1. Office:

a. Office: 217.698.1581

b. Emerg: 866.287.4835

c. Office Pager: 877.294.4985

#### C. Metaswitch

##### 1. Salesman Bill Allen

Regional Sales Manager - NorthWest

[Bill.Allen@metaswitch.com](mailto:Bill.Allen@metaswitch.com)

cell 415-613-5731

office 510-748-1829

##### 2. Installation Manager is David LaMaster

Phone: 510-217-3365

Email: [david.LaMaster@metaswitch.com](mailto:david.LaMaster@metaswitch.com)

##### 3. Customer Support Engineer is Scott Enderle

Phone: 510-217-5181

Email: [scott.enderle@metaswitch.com](mailto:scott.enderle@metaswitch.com)

##### 4. Regional Support Manager is Andy Finney

Phone: 510-217-4474

Email: [AndyFinney@metaswitch.com](mailto:AndyFinney@metaswitch.com)

Reston, VA: 703-480-0500 (they can route you to a back up CSE)

Alameda, CA: 510-748-8230 (they can route you to a back up CSE)

# Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan

24x7 Support for Critical Emergencies: 800-308-8772

## Trunking Systems Suppliers & Contractors

D. ADTRAN (Multiplexer Manufacturer)  
Office: 888.4ADTRAN  
Emerg: 256.963.8716

### E. Interconnection Suppliers & Contractors (CenturyLink)

#### 1. (LIS/TOLL Services)

800.366.9974 Tier 2 Escalation  
602.665.2818 Rep. Linda Barker Service  
612.663.5238 Sales Rep. Stephanie Smith

#### 2. (Unbundled Network Elements)

800.223.7881 Trouble  
602.665.2818 Rep. Linda Barker Service  
612.663.5238 Sales Rep. Stephanie Smith

#### 3. (Resale)

800.223.7881 Trouble  
602.665.2818 Rep. Linda Barker Service  
612.663.5238 Sales Rep. Stephanie Smith

### F. MAIN / Vision Net

Office: 406.467.4700  
TAC: 866.624.6462

### G. Cable Systems Suppliers & Contractors

Border States Electric	800.736.6266
Sprint North Supply	800.755.1950
Graybar Electric	800.876.5667
Alamon Telco	800.252.8838
Enterprise Cabling	406.661.4945
Wyoming Electric	307.674.6846

### H. Commercial AC Power Suppliers & Contractors (Sheridan)

#### 1. Montana Dakota Utilities (Sheridan office, POP and NOC)

Office: 800.638.3278  
Emerg: 800.638.3278

#### 2. DC Power Systems & Batteries Contractors & Suppliers Action Battery Wholesalers, Inc. 715-247-5512

# Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan

3. Thermbond Buildings (Marconi Power Systems)  
Office: 800.356.2686
  4. Emergency Standby Generator Systems
  5. TW Enterprises (Generator Maintenance Contract)  
Office: 800.995.3795  
Emerg: 406.671.5457
- I. Long Distance Suppliers & Contractors  
Associated Network Partners, Inc. "ANPI" (LD  
Clearinghouse Coordinator)  
Emerg Pager: 877.294.4985  
Emerg: 866.287.4835  
Office: 217.698.1581
- J. Internet Suppliers & Contractors  
Vision Net  
Office: 406.467.4700  
TAC: 866.624.6462
- K. Vision Net/Indatel (Tier One DIA – North Route)  
Office: 406.467.4700  
TAC: 866.624.6462
- L. ZAYO (Tier One DIA – South Route)  
Office: 503.309.6071  
Emerg: 800.609.1025
- M. CISCO  
TAC: 800.553.2447  
Office: 425.572.064
- N. DSLAM & DLC Suppliers & Contractors  
Zhone Technologies (MALC Systems)  
Office: 510.777.7009  
Emerg: 8773946.6320
- O. CALIX (C7 Systems)-Office: 707.766.3000; Emerg: 777.766.3500  
Office: 510.777.7009  
Emerg: 8773946.6320

# Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan

P. ADTRAN (Multiplexer Manufacturer)

Office: 888.4ADTRAN

Emerg: 256.963.8716

Q. IT & Computer Systems Supply - Tiger Direct

Scott Cannon

Office: (877) 998-8534

Web: <http://TigerDirect.com>

TigerDirect, Inc., Corporate Sales

3131 Capital Boulevard Suite 101 Raleigh, NC 27604

R. Operations Support System

Range Telephone Cooperative, Inc. (Contract for OSS operations)

Jim Klein, IT Supervisor

Office: 406.347.2226

Emerg: 406.647.2226

S. Contract Answering Service

1. Visonet

Ed Hassell

Net Ops Manager

Vision Net Inc

[www.vision.net](http://www.vision.net)

406.590.4740 Cell

406.467.4740 Office

Email: [ed.hassell@vision.net](mailto:ed.hassell@vision.net)

2. Transport Network

Fujitsu TAC - 800.873.3822

# Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan

## EXHIBIT B AFFILIATED COMPANIES

### I. PURPOSE

Exhibit B provides contact information for those companies affiliated with Advanced Communications Technology, Inc... These companies are either co-owners in the ACT Montana - Wyoming fiber network or provide services and assistance to support ACT's operations.

#### **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

#### **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**

12 S. First Street  
Dubois, Wyoming 82513  
Office: 307.455.2341  
Office: 800.877.7699  
Fax: 307.455.3399  
Emerg: 307.455.2341

# Advanced Communications Technology, 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 ACT, **CALL 911!**

Non Emergency Police - 307.672.2413

Admin - 307.672.5609

Sheridan County Sheriff - 307.672.3455

Hospital:

Admin - 307.672.1152

ER - 307.672.1100

Sheridan Media - 307.672.7422

Wyoming Public Service Commission - 307.630.8337

MDU - 800.638.3278