

# Appendix C Contingency/ Disaster Recovery Plan





**Hamilton Relay Service's Disaster Recovery Plan follows. This plan allows Hamilton to deal with all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. This plan shows in detail the level of escalation which will be employed to deal with the problem and restore service. This plan is also designed to ensure that no aspect of relay service is impaired. Hamilton Relay Service's Disaster Recovery Plan establishes three levels of disaster recovery. As a result, Hamilton is prepared for all types of disasters.**

**Level One:** The first and lowest level of disaster recovery would be implemented if less than 25% of a center's call volume is interrupted for thirty minutes or more.

**Level Two:** This plan would be implemented if 25% to 49% or more of a center's call volume is interrupted for thirty minutes or more.

**Level Three:** This is the highest priority disaster level. This plan would be implemented any time 50% or more of a center's call volume is interrupted for thirty minutes or more.

**If any of these plans is implemented and a problem occurs, escalating the situation to a higher level of service interruption, the next level of disaster recovery plan would be implemented.**

**Hamilton has defined specific time frames in which each action step of the disaster recovery plan should be enacted. A detailed record of each step taken as well as the time the step was put into action will be recorded.**

**Please refer to the Disaster Recovery Time Line located on the second page of each section.**

**Hamilton has the ability to overflow traffic between its relay centers. It is done automatically on a daily basis. During a disaster, this is done automatically but can be done manually to aid our recovery process, if necessary. Hamilton can reroute traffic through its relay switches or we have personnel trained to reroute the traffic at the network level. This can be done in a matter of minutes.**

Disaster Recovery Timeline  
Level One Disaster

The following steps should be implemented immediately.

Within 15 minutes of the disaster's inception the Supervisor on duty should contact:

Dixie Ziegler

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

Barb Handrup

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

and /or

Greg Stephens

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

Robert Patterson

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

If deemed necessary, implement overflow procedure to route calls to the remaining center or centers that are still in operation. Determination will be made by one of the people above, to route all calls, or certain calls by toll-free number.

This level of disaster should have no impact on service. The Commission must be notified when customers are unable to access the Georgia Relay and this disruption lasts more than 30 minutes. Such notification shall take place within 3 hours of the time the disruption begins or by 8:30 a.m. on the next business day if the notification would otherwise occur inside normal business hours. The report should explain how the problem will be corrected and should give an approximate time and date when relay service will be in full operation. After the service is back in full operation, the provider shall submit a written report on the problem.

Name:

Michael Russell  
Georgia Contract  
Administrator

Email Address:

mikeru@psc.state.ga.us

Phone Number(s):

404-656-0995 V

**Disaster Recovery Timeline  
Level Two Disaster**

The following steps should be implemented immediately.

Within 5 minutes of the disaster's inception the Supervisor on duty should contact:

**Dixie Ziegler**

Address:  
City, State Zip Code  
Phone:  
Cellular:  
*This information has been redacted*

and

**Barb Handrup**

Address:  
City, State Zip Code  
Phone:  
Cellular:  
*This information has been redacted*

**Greg Stephens**

Address:  
City, State Zip Code  
Phone:  
Cellular:  
*This information has been redacted*

**Robert Patterson**

Address:  
City, State Zip Code  
Phone:  
Cellular:  
*This information has been redacted*

If deemed necessary, implement complete or partial overflow procedure to route calls to the remaining center or centers that are still in operation. The determination will be made by one of the people above, to reroute calls at the Hamilton switch point or the network level.

The Commission must be notified when customers are unable to access the Georgia Relay and this disruption lasts more than 30 minutes. Such notification shall take place within 3 hours of the time the disruption begins or by 8:30 a.m. on the next business day if the notification would otherwise occur inside normal business hours. The report should explain how the problem will be corrected and should give an approximate time and date when relay service will be in full operation. After the service is back in full operation, the provider shall submit a written report on the problem.

Name:  
Michael Russell  
Georgia Contract  
Administrator

Email Address:  
mikeru@psc.state.ga.us

Phone Number(s):  
404-656-0995 V

Within one half hour of the inception of the disaster the Supervisor on duty should contact other key personnel:

<b>Name:</b> Diane Taylor  Deborah Ducksworth  Liza Dorsey	<b>Address:</b> Address: City, State Zip Code  Address: City, State Zip Code  Address: City, State Zip Code <i>This information has been redacted</i>	<b>Phone Number(s):</b>          <i>This information has been redacted</i>
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Within two hours of the disaster or as soon as service is back online the following people will be notified by the Vice President of Relay, the Operations Manager or whomever they deem appropriate to perform this task. This notification will outline the problem, how it will be corrected and an approximate time the facility will be fully operational.

<b>Name:</b> FCC	<b>Email Address:</b> Thomas.Chandler@fcc.gov	<b>Phone Number(s):</b> Disability Rights Office 202-418-1475 Phone
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**Disaster Recovery Timeline  
Level Three Disaster**

The following steps should be implemented immediately.

Within 5 minutes of the disaster's inception the Supervisor on duty should contact:

**Dixie Ziegler**  
Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**Barb Handrup**  
Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

and/or

**Greg Stephens**  
Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**Robert Patterson**  
Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

Complete overflow procedure to route calls to the remaining center or centers that are still in operation. Determination will be made by one of the people above, to reroute calls at Hamilton's switch point or at the network level.

The Commission must be notified when customers are unable to access the Georgia Relay and this disruption lasts more than 30 minutes. Such notification shall take place within 3 hours of the time the disruption begins or by 8:30 a.m. on the next business day if the notification would otherwise occur inside normal business hours. The report should explain how the problem will be corrected and should give an approximate time and date when relay service will be in full operation. After the service is back in full operation, the provider shall submit a written report on the problem.

<b>Name:</b> Michael Russell Georgia Contract Administrator	<b>Email Address:</b> mikeru@psc.state.ga.us	<b>Phone Number(s):</b> 404-656-0995 V
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Within one half hour of the inception of the disaster the Supervisor on duty should contact other key personnel:

<b>Name:</b> Diane Taylor  Deborah Ducksworth  Liza Dorsey	<b>Address:</b> Address: City, State Zip Code  Address: City, State Zip Code  Address: City, State Zip Code This information has been redacted	<b>Phone Number(s):</b>       This information has been redacted
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Within two hours of the disaster or as soon as service is back online the following people will be notified by the Vice President of Relay, the Operations Manager or whomever they deem appropriate to perform this task.

<b>Name:</b> FCC	<b>Email Addresses:</b> Tom.Chandler@fcc.gov	<b>Phone Number(s):</b> Disability Rights Office 202-418-1475 Phone
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Following is the contact information of Hamilton's emergency personnel:

**Dixie Ziegler**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**John Nelson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Robert Patterson**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Greg Stephens**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Barb Handrup**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Deborah Ducksworth**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Liza Dorsey**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

Within an hour all of the essential personnel will have been contacted and backup or replacement equipment needed will have been identified. Any outside resources, such as equipment vendors, will be contacted.

**Backup or Replacement Equipment Needed:**

D4 channel bank  
All required channel back cards  
T1 CSU packs  
Switch T1 card  
Switch conference card

**Location of Backup or Replacement Equipment:**

Nebraska Center  
Louisiana Center  
Wisconsin Center  
Georgia Center  
Maryland Center

**Outside Resources:  
(name, address, phone numbers)**

Veritek Systems  
972-423-3985

Emergent Network Solutions,  
Inc.  
972-359-6600

**Type of Assistance they can provide:**

Phone/on-site technical assistance for both centers.

Parts and phone/on-site technical assistance for Relay Platforms.

Within 24 hours of the beginning of the disaster, file a written report with the affected States.

Within 2 days of service restoration a second report will be filed with the affected States.

Following the Disaster: Hamilton will follow the action steps listed below. The people that are responsible, the action steps to be taken, as well as the frequency of the action are listed below:

**Action Step One:**

Determine extent of equipment damage.

Order replacement equipment.

**Person(s) Responsible:**

**Derek Williamson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Gary Bussey**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**When:**

Immediately after become operational

**Action Step Two:**

Determine new location for the switch and arrange temporary set-up

**Person(s) Responsible:**

**Robert Patterson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Greg Stephens**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**John Nelson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Dixie Ziegler**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**When:**

Within 24 hours after the disaster.

Hamilton also has in place preventative measures to assist in the prevention of disasters. The people that are responsible, the action to be taken, as well as the frequency of the action are listed below:

**Action Step One:**

Have facilities in place to handle overflow and to provide back-up capabilities so that calls can be rerouted to the center or centers still in operation.

**Person(s) Responsible:**

**Robert Patterson**

Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**Pat Shaw**

Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**Gary Bussey**

Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**Derek Williamson**

Address:  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**When or How Often:**

Test every third month: (January/April/July/October)

**Action Step Two:**

Review the disaster recovery plan monthly (15th of each month)

**Person(s) Responsible:**

**Derek Williamson**

Address  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

**Barb Handrup**

Address  
City, State Zip Code  
Phone:  
Cellular:  
This information has been redacted

Disaster Preparation: Following are the steps Hamilton takes to prepare for any type of disaster. The people that are responsible, the action to be taken, as well as the frequency of the action are listed below:

**Action Step One:**

Review plans and emergency (secondary) plans that reroute traffic to other centers.

**Person(s) Responsible:**

**Derek Williamson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Barb Handrup**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**When or How Often:**

Monthly

**How reviewed or tested:**

Review switching procedures for overflow and back-up.

**Action Step Two:**

Review the disaster recovery plan monthly (15th of each month)

**Person(s) Responsible:**

**Derek Williamson**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Barb Handrup**

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**When or How Often:**

Monthly

**How reviewed or tested:**

Plan on file. Be sure all testing is up to date.

**Action Step Three:**  
Test Overflow and back-up

**Person(s) Responsible:**

**Pat Shaw**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**Derek Williamson**

Address

City, State Zip Code

Phone:

Cellular:

This information has been redacted

**When or How Often:**

Monthly

**How reviewed or tested:**

Place calls – cause overflow

Level One Checklist			
Action Step Performed	Initials	Time	Date
Made initial contacts			
Initiated Overflow procedure			
Notified the appropriate agencies			
File final report			

Level Two Checklist			
Action Step Performed	Initials	Time	Date
Made initial contacts			
Initiated Overflow procedure			
Contacted other key personnel			
Initial report to appropriate agencies			
File final report			

Level Three Checklist			
Action Step Performed	Initials	Time	Date
Made initial contacts			
Initiated Overflow procedure			
Contacted other key personnel			
Notified the appropriate agencies			
Located back up equipment			
Filed complete report with State			
Filed concluding report with State			