



## NORTON VA ARS WORK CENTER DISASTER RECOVERY PLAN

### RELATED DOCUMENTATION

<b>Related Document Title</b>
ARS Service Recovery Quick Reference -- last version dated: 10/05 (author: Bob Kistic)
System/Application Recovery Plan ( <i>Internal AT&amp;T Use only</i> )

### REFERENCE DOCUMENTATION

<b>Reference Document Title</b>
<i>AT&amp;T Disaster Recovery (Internal AT&amp;T Use only)</i>

**PLEASE NOTE:** Portions of this document have been edited to remove AT&T's Proprietary information.

## SECTION ONE

### INTRODUCTION

#### 1.0 PLAN SUMMARY

This Disaster Recovery Plan provides the required methods and procedures necessary to recover all critical business processes/functionality as identified by the Work Center in the event of a disaster. DR Plans are maintained and distributed using the designated AT&T DR planning software tool, Living Disaster Recovery Planning Systems (LDRPS) from Strohl Systems ®.

This document is in accordance with and is supported by AT&T Business Continuity Services (BCS). BCS provides global direction and support to AT&T Diversified Businesses -- Call Servicing and is responsible for the development and distribution of related standards.

This document has been written by, is being maintained by, and is the property of the Call Servicing. All inquiries or changes to this document must be directed to the Call Servicing Plan Steward / Assistant Plan Stewards identified in Appendix A of this plan.

The AT&T Work Center Disaster Recovery Plan template has been written, is maintained by, and is the property of AT&T BCS. Upon completion of the template, the resulting work center DR Plan becomes the property of the Work Center for which the plan is written.

#### 1.1 SCOPE / ASSUMPTIONS

##### SCOPE

The scope of this Norton VA AT&T Relay Services (ARS) Work Center Disaster Recovery Plan (DRP) describes how the personnel will respond to only Work Center specific and/or significant process emergencies, or disasters, that render part or all of this physical site location or processes unattainable or not viable. This DRP will detail the activities to consummate business continuity through the transfer of the critical business processes/functions to an alternate site.

This DRP does not address any of the following:

- ❖ Rebuilding of the original site
- ❖ Relief Activities
- ❖ Incident Management or Response



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- ❖ Emergency Action Plan

### ASSUMPTIONS

The following assumptions are essential to the successful implementation of the plan:

- ❖ A full complement of trained key personnel is available to implement this plan.
- ❖ Recovery site(s) have been obtained and is functional.
- ❖ Other related component plans are complete, tested, and available (where required, eg., Service Recovery Quick Reference).
- ❖ Organizations external to the corporation such as government agencies, vendors, customers and others will be reasonably cooperative during the recovery period.

### 1.2 WORK CENTER DESCRIPTION

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Norton VA ARS provides AT&T Relay Services to customers that are deaf, hard-of-hearing, or speech-disabled by typing their conversation using a text telephone (TT/TTY). A customer that is deaf-blind may use either a text telephone (TT) or a telebraille telephone (TB). A skilled AT&T Communications Assistant (CA) or Relay Associate (RA) relays the message by reading it to the hearing person at the other end. The CA or RA then relays the hearing persons spoken words by typing them back to the TT/TTY User. Each call is handled in strict confidentiality, with the utmost accuracy and sensitivity.

CA's or RA's are available 24 hours a day, 7 days a week, from wherever a customer calls. The customer can simply dial 1-800-828-1140 (Voice), 1-800-828-1120 (TTY) or 711 on their text telephone. When the CA or RA answers, they type in the kind of call they wish to make or the request for whatever information is needed.

CA's or RA's can assist with the following type of calls:

- calling card calls
- calls billed to a third number
- collect calls
- person-to-person calls
- calls from a public phone
- directory assistance

There are 3 ARS Centers across the country: Norton VA; Augusta GA; New Castle PA. There are approximately 105 ARS Communication Assistants in Norton, Virginia.

The Norton VA ARS work center is located at 831 Park Ave. SW, Norton, VA and all work functions performed in this work center have been identified as critical.



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DMOQs for ARS are as follows:

### AT&T RELAY SERVICES

	<b>DMOQ</b>	<b>MOQ</b>	
	<b>Average Answer</b>	<b>Abandons</b>	<b>% Qtr. Hrs. Met</b>
Virginia	85% of the customers within 0-10 Seconds	N/A	N/A

### 1.3 RECOVERY STRATEGY AND OBJECTIVES

In the event the Norton VA ARS Center has been impacted resulting in the unavailability of the center, the Norton VA ARS Disaster Recovery Team Leader (DRTL) or their back-up activates the Work Center Disaster Recovery Plan (DRP) and instructs appropriate personnel, including the Operations Management Center (OMC) and the Technical Service Administrator (TSA). The TSA will work with the Service Recovery Manager, Bob Kistic, and the OMC to redirect traffic to other Centers as appropriate.

#### OBJECTIVES:

- ❖ State the required recover time frame for processes or work functions.
- ❖ State the strategy and procedures for recovering or re-routing all critical and important business functions.
- ❖ Document all assigned resources and relocation plans.
- ❖ Manage all personnel, customer, facility, environmental, and technology issues at the time of a disaster.
- ❖ Identify any security requirements.
- ❖ Identify critical data stored on-site, and off-site storage facilities and retrieval procedures.
- ❖ Identify: recovery teams, furnish contact information and responsibilities, applications and software, customers, and vendors.

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## NORTON VA ARS WORK CENTER DISASTER RECOVERY PLAN

### 1.4 WORK CENTER PROFILE

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This section provides details of the architecture of the Norton VA Work Center.

#### 1.4.1 WORK CENTER PROFILE TABLE

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<b>Name of Work Center:</b>	Norton VA ARS		
<b>Work Center Acronym:</b>	Norton VA ARS		
<b>Business Unit/Division:</b>	AT&T Relay Services		
<b>Process Owner:</b>	L'Tanya Johnson		
<b>Work Center location:</b>	831 Park Avenue SW		
	Norton VA ARS	831 Park Avenue	
<b>Recovery Time Objective RTO</b>	1.0 Hour		
<b>Data Back up Information</b>			
	<i>If your Work Center is not responsible for backing up critical data, specify the name of the group that is.</i>		ITS
	<b>Function</b>	<b>Hours of Operation</b>	<b>#of Employees/Shift</b>
	Norton VA ARS	24 hours / 7 days / week	121 positions 1 B-level Manager 2 A-level Managers 105 Communication Assistants (CA's) 0 Clerks

## SECTION TWO

### DISASTER NOTIFICATION RESPONSIBILITIES

#### 2.0 NOTIFICATION PROCEDURES

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The Norton VA ARS on duty supervisor will notify all DR Team members in the event that a disaster is declared at the work center. Each primary and alternate team member will be contacted either at work, by pager or at home, as appropriate. All team members will be briefed on the current status, and a DR conference bridge may be established to discuss the activation of the DR procedures in this manual.

#### 2.1 DISASTER RECOVERY LOG

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In the event that this DR Plan is activated, the Work Center DR Teams must maintain a journal of all Disaster Recovery activities and events. Any modifications made to the procedures used during the recovery will then be added to this DR Plan. The log can be found in **Appendix M**.

#### 2.2 TEAMS

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A list of the Disaster Recovery Teams with contact information is available in **Appendix A**.



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### **Disaster Recovery Team**

The *Disaster Recovery Team* (DRT) is to manage the overall disaster recovery effort at the recovery site and is comprised of the following:

- Norton VA ARS Disaster Recovery Team (DRT)
- OMC/Force Center (Operations Management Center)
- CCS Support Team
- Performance Support & Measurements (PS&M)
- CCS Channel Manager – Domestic & International
- Technical Service Administrator (TSA)
- Service Recovery Manager (SRM)

### Key Relay Team Member Responsibilities

#### **The responsibilities of the Norton VA DR Team:**

- Along with the SRM, the OMC, and the TSA, the Norton VA. DRT assists in the decision to activate the Disaster Recovery Plan.
- To ensure the Communication Assistants are receiving the proper information.

#### **The responsibilities of the Operations Management Center (OMC) are:**

- The function of the OMC, during both normal business operations as well as in a disaster scenario, is to work with the SRM, the TSA and the DRT in managing the traffic reroute strategy to ensure proper force levels across ARS. They are contacted by the affected site on-duty supervisor, they work with the SRM, the TSA, and the recovery site for recovery, and also act as a back up to the SRM.

#### **The responsibilities of the CCS Support Team :**

- The BSST is responsible for managing work center technology-related recovery of data for those applications internally supported, maintained and managed, from the disaster-impacted site to their alternate location(s). Their mission is to assist in the transfer of the work center's processes to their alternate locations within the Recovery Time Objective, including critical data recovery.

#### **The responsibilities of the Performance Support & Measurements (PS&M):**

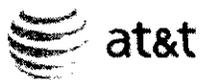
- The PS&M Team is responsible for providing Communication Assistants (CA's) with methods on emergency call handling. They are also responsible for posting emergency messages to provide CA's with updates on disasters.
- In addition to their primary roles, the PS&M POC also provides back up to the CS Channel Manager.

#### **The responsibility of the Technical Service Administrator (TSA):**

- The TSA is responsible for managing work center ARS position equipment related impacts.
- Additionally, for work center specific impacting disasters, the TSA also manages the completion of any trouble tickets that may effect the center, to insure no greater impact to the customer than those defined by the process owner.

#### **The responsibilities of the Service Recovery Manager (SRM):**

- The SRM is responsible for implementing all customer reroute procedures, documented in the ARS Service Recovery Plan. They are contacted by the on site manager, the OMC or the TSA.
- The Service Recovery Manager, (along with the DRT, OMC and the TSA), make the decision to activate the Disaster Recovery Teams.
- Establish a point of contact to the Incident Management Operations Center, if appropriate.
- The SRM, DRT and OMC evaluate the recovery effort effectiveness; decide on making adjustments as necessary.
- Maintain a log of all disaster recovery plan implementation activities.



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- Conduct a post- recovery debriefing.
- Communicate real time information as disaster is occurring. This is done via the ARSSR or the nftemergency broadcast code.

### SECTION THREE

#### RECOVERY

##### 3.0 RECOVERY ACTIVITY FLOW (Proprietary Information Removed)

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The actual detailed recovery steps are outlined in Recovery Steps in **Appendix B**. These recovery steps are documented with the team names, responsibilities and sequences, as well as the detailed tasks required for recovery and verification.

The Call Servicing DRTL or their back-up notifies the appropriate contacts to implement this disaster recovery plan. If the DRTL or their back-up is not available, anyone within the disaster-impacted Work Center can notify the OMC and teams involved in the process recovery. Once notification has been received, the transfer process involves the Work Center personnel at the alternate locations. A process flow may be included at the work center's discretion at a later time.

If Norton ARS is unavailable due to an emergency situation, calls will flow to other Centers, depending on the impact.

### SECTION FOUR

#### MAINTENANCE AND EXERCISE

##### 4.0 MAINTENANCE

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##### DISASTER RECOVERY MAINTENANCE

An ongoing, comprehensive, and well documented Disaster Recovery Plan is essential to ensure that this Business Division's Critical Work Center has corrective controls in place which would minimize the loss of revenue and or service in the event of a disaster. There are three primary objectives to be achieved with this maintenance program:

1. To ensure the readiness of this Work Centers recovery process.
2. To document timely modifications to this Plan as appropriate.
3. To periodically review this Plan with the DR Team and the Recovery Service Provider (RSP) to ensure that it remains current and accurate.

##### MAINTENANCE RESPONSIBILITIES

The Plan Steward / Assistant Plan Stewards are responsible for maintaining this Work Center DR Plan. All critical work center component Disaster Recovery Plans must be reviewed at least annually for maintenance and update. All changes, modifications, or updates to this DR Plan should be directed to the Plan Steward / Assistant Plan Stewards. It is the responsibility of each DR Team Member to ensure that the version they are using is the most current. Each member of the DRT should have a current paper copy of the DR Plan off site.

##### 4.0.1 MAINTENANCE LOG

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An audit trail of request changes, the person requesting those changes, and the disposition of the change request must be maintained by the Process Associate assigned by the work center or the process owner and updated in Maintenance Log. The Maintenance Log can be found in **Appendix L**.

### 4.1 EXERCISE

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#### SCHEDULE EXERCISE

Disaster Recovery Work Center Plans must be exercised regularly. This ensures that the plan works as intended and the element(s) being exercised (tested) can be recovered within the required time frame. Deficiencies are identified and corrected, and personnel are adequately prepared to perform their assigned activities during a disaster. Exercises are a required element in the *AT&T Standard for Disaster Recovery Certification and Assurance Criteria*.

The minimal criteria for exercise schedules is as follows:

- ❖ Annual DR Plan Walk-Through.
- ❖ Annual Single or Multi-Component Simulation exercise is required for those components classified as *critical* which support a business processes. This exercise must be scheduled by the Business Process Owner and coordinated with Business Continuity Solutions.
- ❖ All critical DR Plans which support business process(es) classified as *important* must be exercised in a Component or Multi-Component Simulation every eighteen (18) months.

#### DR EXERCISE RESPONSIBILITIES

##### **Plan Steward / Assistant Plan Stewards**

- \* Coordinate or participate in all pre, during and post exercise meetings
- \* Primary contact for Call Servicing
- \* Ensure that all required work center participants are represented through all phases of the exercise
- \* Ensure that all Call Servicing Work Center DR Team members contact information is accurate
- \* Coordinate the development of the scope, objectives and team list for the exercise
- \* Coordinate the development of the disaster recovery timeline using data supplied by the DR team
- \* Participate in problem resolution for Work Center recovery that may impact the exercise schedule
- \* Assist in coordinating all meetings on problems encountered and their resolutions
- \* Represent Call Servicing on the daily status calls during the operating system recovery
- \* Participate on the open bridge during the recovery of the Work Center
- \* Monitor application recovery progress to ensure that documented recovery procedures are being followed
- \* Gather the Modification Request Forms and verify complete (no duplication) and provide to CS Project Mgmt
- \* Conduct the post exercise review
- \* Track and provide status for all outstanding work center issues resulting from the exercise

##### **Work Center DR Team**

- \* Participate as needed in all pre, during and post exercise meetings
- \* Provide input to the preparation of all exercise documents (scope, objectives, timeline)
- \* Provide support for related problems identified during the exercise
- \* Participate in the recovery where specified in the DR Plan

## APPENDICES

**PLEASE NOTE:** Portions of this document have been edited to remove AT&T's Proprietary information.



**NORTON VA ARS WORK CENTER DISASTER RECOVERY PLAN**

- Appendix A      TEAMS**
- Appendix B      RECOVERY STEPS**
- Appendix C      EQUIPMENT**
- Appendix D      APPLICATIONS /SOFTWARE**
- Appendix H      VENDORS**
- Appendix J      EMERGENCY AGENCY INFO**
- Appendix K      VITAL RECORDS**
- Appendix L      MAINTENANCE LOG**
- Appendix M      DISASTER RECOVERY LOG**

**APPENDIX A –TEAMS**

**Work Center Management Personnel**

The Management employees and/or Supervisors are to maintain their own list of all non-management employees located at this work center, accessible both during normal business hours and after hours. This list would be used to ensure that all Work Center employees (management and non-management) are appropriately contacted in the event of a business interruption, and are accessible both during normal business hours as well as after hours.

**AT&T Relay Service Open Conference Bridge: (Proprietary) Participant Code: (Proprietary)**

**NOTE: This bridge will not activate unless the Host (Plan Steward) is on the bridge.**

**Norton VA Work Center DR Team Members – *Proprietary Contact Information Removed***

<b>Title/Function</b>	<b>Member Name</b>	<b>Work</b>	<b>Home</b>	<b>Wireless/Pager</b>	<b>Fax</b>
Norton VA DRTL	Cathy Peeples				
Back up DRTL	Rosemarie Riggs				
Plan Steward	Patti Migliori				
Assistant Plan Steward					
Assistant Plan Steward					
Performance Support & Measurements	Teresa Feeney				
Associate Manager	Brenda Neely				



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Associate Manager	Rosemarie Riggs				
Senior Associate Field - Marketing	Matthew Myrick				

**AT&T Relay Services Leadership Team - Proprietary Contact Information Removed**

Name	Office/Fax	Fax	Home/VO	Wireless	Pager
L'Tanya Johnson					
Lois Peralta - Chief of Staff					

**Operations Management Center (OMC) - Proprietary Contact Information Removed**

Name	Name	Office	Home/VO	Wireless	Fax
OMC - In-Charge Desk					

NOTE: OMC can be reached via Service Emergency Pager during off hours

**ARS - Product Manager - Relay Services - Proprietary Contact Information Removed**

Name	Office	Fax
Gail Sanchez		

**VA. Account Manager - Proprietary Contact Information Removed**

Name	Office	Fax
Matt Myrick		

**National Customer Care Center (NCCC)**

Name	Function	Office
NCCC (Norton, VA. ARS Center)		800-682-8706

**APPENDIX B - RECOVERY PROCEDURES**

This section provides detailed Call Servicing Work Center recovery and verification procedures. Listed below are the procedural steps to be taken by the Work Center DR Team to help minimize and, wherever possible, eliminate customer service interruptions in the event of a disaster or outage of the work center.

**NOTE:** The "Action(s) to be Implemented" are not dependent on each other. These actions should not exceed the Recovery Time Objective (RTO) of 1.0 hours.



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<b>CA's not getting calls OR CA's can not make calls OR All Calls are dropping off of positions</b>			
		CRC	<ul style="list-style-type: none"> <li>• Make a test call to the Voice Test Number to ensure there is a problem. The Voice Test Number for Norton VA is: PROPRIETARY</li> <li>• If this works as expected, report the fact to the Manager On Duty, if present in Center. If not, report the fact to the TSA on call for your Center (see TSA Duty Sheet for monthly on call list of TSAs).</li> <li>• If you reach audix, leave a message including the full phone number where you can be reached, and then page the TSA.</li> <li>• Call the OMC and report the problem. Use the OMC pager if need be.</li> <li>• If your call / page to the OMC / TSA is not returned within 10 minutes, contact an alternate manager from TSA or OMC teams, and possibly even contact Svc Mgr.</li> <li>• If the responsible Center Manager was not notified by this point, notify them now.</li> </ul>
		WC DRT	<ul style="list-style-type: none"> <li>• Once notified by the CRC that there is a problem, contact the TSA on call for your Center (see TSA Duty Sheet for monthly on call list of TSAs), if the CRC hasn't already done so.</li> <li>• If you reach audix, leave a message including the full phone number where you can be reached, and then page the TSA.</li> <li>• Call the OMC and report the problem. Use the OMC pager if need be.</li> <li>• If your call / page to the OMC / TSA is not returned within 10 minutes, contact an alternate manager from TSA or OMC teams, and possibly even contact Svc. Mgr.</li> <li>• Contact the Director and Sr. Product Manager Relay Services, as appropriate, and alert them of the problem.</li> <li>• The DRTL or their back-up may contact the State Manager / Account Manager / Product Manager directly and alert them of the problem.</li> </ul>

<i>Condition/Trigger</i>	<i>Responsible Party</i>	<i>Action(s) to be Implemented</i>
<b>Other Emergencies (not related to System Functionality)</b>		
	CRC	<ul style="list-style-type: none"> <li>• Notify Manager on Duty, if present in Center. If not, call the OMC and report the problem. Use the OMC pager if need be.</li> <li>• If the OMC asks you to call / page the TSA, call them after you have spoken to the OMC. (This type of problem rarely demands immediate TSA action).</li> <li>• If the responsible Center Manager was not notified by this point, notify them now.</li> <li>• Leave message for the TSA Manager On Duty as an FYI.</li> </ul>
	WC DRT	<ul style="list-style-type: none"> <li>• Once notified by the CRC that there is a problem, contact the OMC and report the problem. Use the OMC pager if need be.</li> <li>• If the OMC asks you to call / page the TSA, call them after you have spoken to the OMC. (This type of problem rarely demands immediate TSA action)</li> <li>• Leave message for the TSA Manager On Duty as an FYI.</li> <li>• Contact the District Manager - Sales &amp; Marketing – Relay Services, as appropriate, and alert them of the problem.</li> <li>• The DRTL or their back-up may contact the State Manager / Account Manager / Product Manager directly and alert them of the problem.</li> </ul>

<i>Condition/Trigger</i>	<i>Responsible Party</i>	<i>Action(s) to be Implemented</i>
<b>DISASTER SCENARIO AFFECTING SYSTEMS USED IN THE WORK CENTER</b>		
	Work Center DRTL or DRTL Back-Up	<ul style="list-style-type: none"> <li>• Contact CCC to open trouble ticket</li> <li>• Contact Support Team to work issue, possibly by implementing the System/Application Recovery Plan.</li> </ul>



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**NOTE:** If the X-Terminal (stores historical data availability, make busy time, etc) on the CRC desk goes down during normal business hours, call the TSA Manager on duty. If the X-Terminal goes down after normal business hours, wait until the next business day before calling the TSA Manager on duty - do not call / page the TSA on the same day.

**APPENDIX C – EQUIPMENT**

Below is an equipment inventory, however, no additional equipment provisioning is required for recovery, rather this list may provide assistance upon restoration activities.

List types of Telephone Systems required:

AT&T Modular and a POTS Lines

NOTES: The Norton ARS WC uses a LAN and has intranet & Internet access.

The Norton ARS WC uses an AT&T Telephone System. Minimum required telecommunications for this center includes a multi-line telephone system with at least 11 phones with speaker and conference capability.

Equipment	Quantity
AT&T 8102	
AT&T 7407 Plus	
Phones for Resource Managers/Huddle Rooms/ Training Rooms with: Model: AT&T 7406 Plus <ul style="list-style-type: none"> <li>• conference</li> <li>• drop</li> <li>• transfer</li> <li>• hold</li> <li>• speaker</li> <li>• send all calls</li> <li>• call pick-up</li> <li>• directory</li> <li>• next</li> <li>• call</li> <li>• display</li> <li>• program</li> <li>• system dial</li> <li>• Audix</li> <li>• Last # dialed</li> </ul>	
AT&T 7444	
AT&T 2500	

**APPENDIX D – APPLICATIONS/SOFTWARE**

**APPLICATION INFORMATION**

Upstream	Downstream
IEX TOTALVIEW	IEX TOTALVIE
TIEMPO	TIEMPO
CSIDS	UGN
CICS	CICS



## NORTON VA ARS WORK CENTER DISASTER RECOVERY PLAN

### SOFTWARE INFORMATION

MICROSOFT OFFICE (INC. WORD, PowerPoint AND EXCEL)
MICROSOFT INTERNET EXPLORER (version 6.0 or higher due to FMS requirements)
WINDOWS XP or WINDOWS 2003
MCAFEE VIRUS SCAN
Adobe Acrobat
NETSCAPE
REFLECTIONS

### APPENDIX H - VENDORS

#### Internal

Name	Phone Number
Corporate Security	Security Hotline
GRE Property Mgr. Group Property Mgr. Landlord	
Client Care Center (Mon – Sat 7A-12M, Sun – 7A-7P ET) TCP Hotline After Hours Primary Pager: After Hours Secondary Pager:	
PDS Help Desk ITS Premise Support -	
AT&T Environmental, Health, & Safety After call is placed, dial 1; after an operator answers, ask to be transferred to AT&T's emergency service	

#### External

Name	Phone Number
Adelphia Cable	
Construction (Roofing Repair) refer to GRE	
Emergency Assembly Area (John I. Burton High School)	276-679-2554
Federal Express	
FBI (Federal Bureau Investigation)	202-324-3000
Local Radio Station (WAXM)	276-679-1901
Old Dominion Power Company (Electric)	800-981-0600
Prosecutor or Attorney General's Office	276-676-5410
Capital Cleaning (refer also to GRE)	
Virginia Dept. for the Deaf and Hard of Hearing (VDDHH)	800-552-7917 V/TDD
Water Company (City of Norton)	

### APPENDIX J – EMERGENCY PUBLIC AGENCY INFORMATION

Name	Phone Number
Emergency	911



**NORTON VA ARS WORK CENTER DISASTER RECOVERY PLAN**

Norton VA Fire Department - 618 Virginia Ave.	276-679-1160
Police Dept. - 618 Virginia Ave.	276-679-1211
Sheriff's Dept. - 7 <sup>th</sup> Street	276-679-5308
Norton Community Hospital	276-679-9600
Mountain View Regional Medical Center (formerly Bon Secours St. Mary's Hospital)	276-679-9100
Ambulance	276-679-0423

**APPENDIX K - VITAL RECORDS**

The below list includes VITAL RECORDS that are **not critical** to recovery, rather important to the work center for restoration, **except for the Occupational Call Out List.**

Center Managers and associate manager (back up DR Coordinator) carry the most current version of their center's Occupational Call Out List with them daily.

Document Name	Purpose in Recovery	Update Frequency	Manager responsible for accessibility
Occupational Call Out List	Contact employees in the event of disaster	As needed	Center Management Team
TotalView Daily Reports	Validate board hours and headcount validation	Daily	Cathy Peeples
Office of Vice President Procedures and Numbers	Restoration - so office can make contact with VP rep	As needed	National Customer Contact Center (NCCC)
M&Ps	Restoration for operators to have copies of methods & procedures	As needed	PS&M - Teresa Feeney
Communication Assistant ID List	Restoration so operators can log in	As needed	Center Management Team
Supervisor ID Numbers	Restoration so operators can log in	As needed	Center Management Team
Disaster Recovery Procedures	Ensure team understands the steps to recover	Annually	Center Management Team

**APPENDIX M - DISASTER RECOVERY LOG**

Start Date/Time		Event	Activities	End Date/Time	
4/2/2005	7:15P ET	Norton VA. ARS service recovery due to storms causing commercial power to fail.	OMC call recovery procedures implemented	4/2/05	9:15P ET



## Virginia Service Recovery - Quick Reference

### What To Do When

**CA's are not Getting Calls -OR- CA's can not Make Calls**

**-OR-**

**All Calls are Dropping**

**-OR-**

**In Excess of 20% of the Position are Affected**

*Are you sure something is wrong? Make a test call to the listed Voice Test number. If that works as expected, report that fact to Center management in Step 1.*

- 1. If present in center, notify Manager on Duty. Otherwise, proceed to Step 2, immediately.**
- 2. Unless directed by e-mail, during business hours (Monday – Friday, 8AM – 5PM) call TSA. If you reach voice mail, leave a message and then immediately page TSA. Leave a phone number where you can be reached. For out of business hours call Svc. Manager at xxx-xxx-xxxx unless directed otherwise by e-mail.**
- 3. Call the OMC.**
- 4. Emergency Pager: *Proprietary Information removed.***
- 5. After you hear the TONE, enter the full phone number where you can be reached followed by the pound (#) key.**

*Note: If your call/page is not returned in 10 minutes, contact an alternate manager from Service Management or OMC teams. (see attached listing)*

- 6. If the responsible Center/Resource Manager was not present in the center, notify them now.**



## Virginia Service Recovery - Quick Reference

### OMC Service Recovery Managers

Try another OMC manager if your call is not returned within 10 minutes.

Manager Name	Work Phone	Home Phone
Mary Lee	404-	770-
Atlanta OMC Incharge: 7:00 AM - 8:00 PM Eastern M-F 11:30 AM - 8:00 PM Eastern Weekends and holidays	Main Phone Number: 404-	Alternate Phone Number: 404-

### SM Managers

Unless directed by e-mail, during business hours (Monday – Friday, 8AM – 5PM) call TSA Manager. If you reach Voice Mail, leave a message and then immediately page TSA at 800-xxx-xxxx. Leave a phone number where you can be reached.

For out of business hours call Svc. Manager at xxx-xxx-xxxx unless directed otherwise by e-mail. Leaving a message will initiate an automatic page if the phone isn't answered. Small text message may be sent directly to his pager via email.



## Virginia Service Recovery - Quick Reference

### Relay Center Telephone Numbers

<b>Center Location</b>	<b>Incharge Phone</b>	<b>POTS Phone</b> Make sure users know to turn off FAX if using FAX phone as call-back number!	<b>Voice Test #</b>
Augusta, GA New Castle, PA Norton, VA	<i>Proprietary Contact Information Removed</i>		



## Virginia Service Recovery - Quick Reference

### **Other Emergencies** (Not Related to System Fault)

#### **When**

**There is a Building Emergency OR There is a Weather Emergency**

**OR**

**Any Situation affecting Service Delivery**

- 1) Notify Manager on Duty, if present in center. Otherwise, proceed to step 2, immediately.**
- 2) Call OMC**
  - a) Emergency Pager: *Proprietary Number removed.***
  - b) After you hear the TONE, enter the full phone number where you can be reached followed by the pound (#) key.**
  - c) Only if your OMC contact asks you to call or page an SM manager will you need to contact anyone in Service Management. (This type of problem rarely requires immediate Service Management action.)**
- 3) If the responsible Center/Resource Manager was not notified in First Step, notify now. Leave message for the SM Manager on duty.**

**Examples of Building Emergency – Fire, Fumes, Emergency Alarms**  
**Weather Emergency – Tornado, Local Ice Storm, Earthquake**  
**Check with the OMC, concerning any personnel endangering situation.**



## Virginia Service Recovery - Quick Reference

### **Other Service Delivery Issues** (Not Previously Covered in the Document)

- 1) **Notify Manager on Duty (present or not).**
- 2) **Call OMC**
  - a) **Emergency Pager:** *Proprietary Information removed.*
  - b) **After you hear the TONE, enter the full phone number where you can be reached followed by the pound (#) key.**
  - c) **Only if your OMC contact asks you to call or page an SM manager will you need to contact anyone in Service Management. (This type of problem rarely requires immediate Service Management action.)**

Appendix 13

Sample Directory Page, Landline and Wireless Bills

## Your Telephone Rights and Responsibilities

Telephone subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

### Virginia Local Telephone Companies Telecommunications "Bill of Rights"\*

You have a right to:

- Affordable and quality local telecommunications services
- Seamless levels of service when migrating between local telecommunications service providers
- Select and keep the telecommunications service provider of your choice
- Keep your telephone number when changing local telecommunications service providers (while at the same location)
- Maintain local telephone service when there is a valid billing dispute under investigation or when payments are current for basic local telecommunications services
- Identity protection to preclude the unauthorized use of records and personal information
- Safety and security of persons and property not to be intentionally jeopardized by telecommunications service providers
- Honest and accurate sales and service information
- Timely, accurate, and understandable billing
- Participate in the formation of Virginia telecommunications policies
- Dispute resolution up to and including a full hearing before the Virginia State Corporation Commission

\*This "Bill of Rights" is a summary overview of your rights under various state and federal laws and regulations and does not independently create or vest enforceable substantive rights. Enforcement of your rights will depend upon the application of specific legal authorities to the circumstances of your particular dispute with the telephone company. If you believe that your legal rights have been violated and you cannot adequately resolve your dispute with your phone company, you may contact the SCC at 1-800-552-7945 or, if in the Richmond local calling area, 804-371-9420.

### Applying for Service

Telephone services are provided without discrimination as to a customer's race, nationality, color, religion, sex, or marital status. Social Security information and/or picture ID may be requested. When you apply for residential telephone service, you will be provided with information about:

- the lowest priced service alternatives available at your location
- any special telephone rates that may be available to qualified low income customers through the Link-up America and Virginia Universal Service Plan, where available.

### Services for Individuals with Disabilities:

Customers with disabilities are encouraged to identify themselves so they can be informed of their rights, as appropriate to the circumstances.

### Operator Services Exemptions

If a disability prevents you from dialing local or regional telephone calls yourself, you are exempt from the added costs of having an operator dial calls for you. Contact our Business Office for more information on Verizon exemptions from the usual charges for operator-assisted calls.

### Directory Assistance Charges Exemptions

If a disability makes it impossible for you to look up numbers in the telephone book or physically restricts you from dialing a telephone number, you may be eligible for exemptions from local Directory Assistance charges. Contact our Business Office for more information on Verizon exemptions from the usual charges for local Directory Assistance.



\*Numbers that are preceded by TTY/TDD are associated with text telephone. Unless you have similar equipment, you may not be able to call these numbers.

### Services for Individuals with a Hearing and Speech Disability:

#### Virginia Relay Center

Virginia Relay Center (VRC) is available to all Virginia residents. VRC enables specially trained Communications Assistants to act as confidential "bridges" between hearing users of standard telephones and text telephone (TTY/TDD) users with hearing or speech impairments. The Virginia Relay Center operates 24 hours a day and can be reached by dialing 711 or the following nationwide toll-free numbers:

TTY/TDD/PC/Voice ..... **711**  
 TTY/TDD/PC ..... **\*\*1-800-828-1120**  
 Voice ..... **1-800-828-1140**

All billable charges for calls placed with the assistance of the VRC center will apply as if you directly dialed the call. However, the call to the VRC center is toll-free.

The types of calls included are: local or long distance calls, collect calls, calling card calls, third party calls and person-to-person calls. Calls made through the relay service are strictly confidential. Communications Assistants at the Virginia Relay Service are specially trained to relay your conversation. As required by law, they cannot disclose any information from your conversation, and no records of the contents of conversations are kept.

### Verizon Center for Customers with Disabilities Residential Customers

Monday - Friday 8:30 a.m. - 5:00 p.m.  
 Voice & TTY ..... **1-800-974-6006**

### Verizon Repair Residence and Business

(Text Telephones for Hearing or Speech Impaired)  
 calls answered 24 hours  
 a day toll-free ..... **1-888-663-0363**

### Operator Assistance for TTY/TDD Customers

Operator Assistance is available for placing the following TTY/TDD calls:

- Local
- Long Distance
- Collect
- Calling Card
- Third Number
- Directory Assistance

You can reach TTY/TDD Operator services any time toll-free at: ...\*\* **1-800-855-1155**

### Unresolved Complaints

#### Do you have a billing question or a service inquiry?

If you have a question about your bill, or have a concern or problem about your local telephone service, please call your local telephone service provider. Your telephone service provider would like to help you resolve any issue you may have.

### Verizon customers may call the numbers listed on page 1 of this guide.

The customer service representative who answers your call will help you resolve your issue. If for any reason you are not satisfied with the solution offered, please ask to speak with a supervisor. Supervisors are highly trained and are able to resolve most issues.

If there are multiple telephone service providers in this area, and if you are attempting to reach a company other than Verizon, please see the section of this guide that lists the other local telephone companies to find the correct number.



## Verizon Charges

### Services:

Full Month Charges from Sep 05 thru Oct 04	\$56.48
<a href="#">View Verizon Full Month Charges Detail</a>	
Total Services	\$56.48

### Tax & Fees:

Federal	\$0.34
E-911 Tax	\$0.75
VA Communications Sales Tax	\$2.23
VA Communications Sales Tax	\$0.71
VA Cost Recovery Surcharge	\$0.35
VA Federal Universal Service Fund Surcharge	\$0.71
Federal Universal Service Fund Surcharge Long Distance	\$1.19
VA Public Rights-of-Way Use Fee	\$0.67
Total Tax & Fees	\$6.95

**Total New Charges for Verizon \$63.43**

## Messages From Verizon

### Payment Processing Information

When you provide a check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. If you wish to be excluded from this process, please call 1-888-500-5358.

When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

### Tax & Fees

All tax and fees are authorized by Federal, State or Local Governments. Fees are explained by selecting the ⓘ icon by the term.

For Federal Excise Tax information, please visit [irs.gov](http://irs.gov)

## How to Reach Verizon

## Summary

### Your Calling Plan

**America's Choice II 450 Any Unlim N&W and Unlim IN Calling \$39.99 2yr 0705**

\$39.99 monthly access charge  
 450 monthly general allowance minutes  
 \$.45 per minute after allowance

**Unlimited Night and Weekend Home Airtime Minutes Per Month**

**Natl IN Calling-Unlim**

Unlimited monthly IN Calling minutes

### Charges

#### Monthly Access Charges

Current Calling Plan 08/16 -- 09/15	39.99
	<b>\$39.99</b>

#### Verizon Wireless' Surcharges

Fed Universal Service Charge	.89
Regulatory Charge	.04
Administrative Charge	.70
VA Gross Receipts Surchg	.03
	<b>\$1.66</b>

#### Taxes, Governmental Surcharges and Fees

VA State E911 Fee	.75
VA Communication Sales Tax	2.08
	<b>\$2.83</b>

<b>Total Current Charges for 804-338-4671</b>	<b>\$44.48</b>
-----------------------------------------------	----------------

### Usage Charges

Voice		Allowance	Used	Billable	Cost
Calling Plan	minutes	450	385	---	---
Promotional	minutes		233	---	---
IN Calling	minutes	unlimited	28	---	---
<b>Total Voice</b>					<b>\$ .00</b>
<b>Total Usage Charges</b>					<b>\$ .00</b>

View your bill and call details online for FREE. Log into My Account at [www.verizonwireless.com](http://www.verizonwireless.com).





<b>ACCOUNT NUMBER</b>	<b>DATE DUE</b>	<b>AMOUNT DUE</b>
	10/05/07	\$0.00

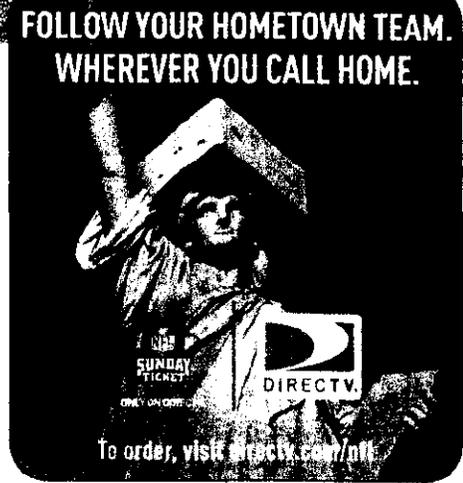
**Summary**

Statement Date: 09/16/07  
Page 1 of 1 for:

Previous Balance	0.00
Payments	-56.06
Current Charges & Fees	57.98
Adjustments & Credits	-4.59
Taxes	2.67
<b>Amount Due</b>	<b>\$0.00</b>

**Activity**

Start	End	Description	Amount
		Previous Balance	0.00
09/16		Payment - Thank You - VISA	-56.06
<b>Current Charges for Service Period 09/15/07 - 10/14/07</b>			
09/15	10/14	TOTAL CHOICE PLUS Monthly	51.99
09/15	10/14	DIRECTV Protection Plan Monthly	5.99
08/23	11/22	DIRECTV DVR Service You Save \$5.99 for 3 Months	0.00
<b>Adjustments &amp; Credits</b>			
08/23	09/14	DIRECTV DVR Service Partial Month Credit	-4.59 Credit
		Sales Tax	0.30
		Virginia Communication Services Tax	2.37
		<b>AMOUNT DUE</b>	<b>\$0.00</b>



To contact us call 1-800-531-5000

Moving? Call 1-866-WAY-U-MOVE or visit directv.com/moving.

**IMPORTANT NOTICE**

For your convenience, we will automatically charge your credit or debit card on file for this bill amount, if unpaid, plus any new fees posted to your account, and any applicable cancellation and equipment non-return fees if you cancel your DIRECTV service.

**No payment is due at this time.**

This statement is for your information only.

**COLLEGE FOOTBALL IS COMING**

See the most college action with ESPN Game Plan. Up to 12 games every Saturday only 2 payments of \$64.50 each. Offer ends 9/29. Call 1-800-GET-SPORTS.

**GET \$50 OFF YOUR BILL** for each person you refer who activates DIRECTV® service. Give them your DIRECTV account number and tell them to call 1-866-GIFT-TO-YOU. For details go to directv.com/refer.



Appendix 14

Order # PUC000045