

Smithville Telephone Company

Disaster Relief Plan

July 2013

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INTRODUCTION

Planning is an essential part of every business. Disaster planning, frequently neglected by small telephone companies, can save lives, money and embarrassment. Planning, done before a disaster, ensures that crucial tasks are not overlooked.

Communications have become such an integral part of today's world and in a disaster situation they indeed make the difference between life and death; therefore, it is an obligation on the part of each member of the telephone industry to perform his or her part in maintaining the telephone network at the optimum operational level possible – contingency planning for a disaster situation is a vital exercise which must be preformed and mastered in order to maintain the network.

RESPONSE TO A DISASTER

How effectively Smithville Telephone responds to a disaster will, to a great extent, be determined by the adequacy of this disaster relief plan and the amount of familiarization and training which has taken place. Some disasters provide time to prepare; others require an instantaneous response. Having this disaster relief plan and conducting disaster training exercises are the best ways to assure that the company will respond well.

An Emergency Operation Center is necessary in order for management to direct an effective response.

The five basic stages of response to an emergency are:

- | | | | |
|----|--------------|----|--------------|
| a. | Reaction | d. | Mobilization |
| b. | Assessment | e. | Restoration |
| c. | Notification | | |

Reaction – Effective reaction by company personnel to alarms and warning signs is the critical first step in responding to an emergency. Employee training is essential to assure that personnel are familiar with the warning signs and understand their responsibilities.

Assessment – The Field Survey Team must assess the damage in order to determine the scope and severity of the disaster. At this stage a strategy for dealing with the emergency must be developed. This entails determining service outages and establishing priorities for service restoration. Preference must be given to activities essential to the integrity of the business.

Notification – Based on the assessment, the appropriate agencies in the affected area need to be notified of the disaster. If assistance from neighboring companies is needed, contact the AMTA Disaster Relief Committee as outlined on page 13. The Executive Director will then execute the plan of mutual assistance whereby, adjacent companies having available resources will be mobilized for assistance.

Mobilization – Again based on the assessment of the damage and given a sufficiently stable situation, so that company personnel are not endangered, employees necessary for restoration should be mobilized. Non-essential functions can be postponed or suspended, and personnel focused on the most essential segments of the business.

Restoration – Service restoration should begin as soon as is safely possible. It should be kept in mind that often the work done in restoring essential services may be temporary. Equipment, supplies and personnel (including those provided by other companies) should be focused on predetermined priorities most essential to the company. Reconstruction of facilities should not begin until service has been restored. Only after the disaster has ended can the company begin plans for a full recovery.

FOREWORD AND PURPOSE

Communications service is not a luxury. It is essential public service vital to the public's safety. As the providers of this service, Smithville Telephone Company and its employees have a unique obligation to take every reasonable precaution to ensure that threats to the continuous provision of this service are eliminated where possible and minimized where this is not possible.

The purpose of the Disaster Relief Plan is to provide guidelines to Smithville Telephone personnel in preventing, preparing for, and recovering from a major service interruption or disaster.

The plan suggests preventative actions, which may reduce disaster probability or impact; however, it also specifically addresses a methodology in order that restoration of facilities occurs efficiently and effectively with a minimum of chaos.

PREVENTION

Developing measures to prevent or mitigate the effects of a potential disaster is absolutely essential. A necessary first step in this process is to identify and list which risks present the greatest threats to the business. This requires identification and prioritization of the company's business and service activities and the risks to those activities.

Smithville Telephone's primary business activities are the provisioning of local, long distance and Internet access service to customers in a specified geographical area. Smithville Telephone Company's service area is inherently susceptible to certain natural disasters. Below is a list of major disasters.

- Personnel/Human Error
- Lightning
- Security/Workplace Violence
- Flood
- Tornado
- Fire
- Hurricane
- Explosion
- Ice and Snow
- Hazardous Material Spill
- Bomb Threat
- Earthquakes
- Other

Individual departments may vary with regard to order of probability and/or potential severity of the described disasters.

Prioritizing the risks to essential business activities, preventive measures can be assessed in terms of their relative value. Essential business activities include key personnel, communications, equipment, records and facilities, and customers. The greatest risks to the business may warrant significant measures to safeguard against loss and lesser risks will obviously entail lesser degrees of vigilance.

Managers should ascertain if there is anything that can be done today with personnel, capital, or customers that may prevent or minimize a potential disaster's occurrence or minimize its effect.

Managements' responsibilities specifically are to:

- Identify potential risks.
- Quantify all known risks and exposures.
- Develop action plans.

- Alter or change the state of known risks and exposures where feasible to minimize disaster impact.
- Educate and train staff.

EMERGENCY EVACUATION AND ASSEMBLY PLAN

In the event of an emergency, which requires the evacuation of the building(s), please go to the designated area as described below:

Company Storage Facility, 63480 Highway 25 North, Smithville, MS

The following steps should be used for implementing this plan;

- Cover the plan with employees.
- Department managers or alternates shall be responsible for taking attendance to be sure every one under their supervision is out of the building.
- Go over the exit route and floor plans with employees.
- Discuss exit signs and routing if original exits are blocked.
- Discuss alternate assembly points.

EMERGENCY ORGANIZATION

The **President** or **Designee will** serve as the **Emergency Coordinator**. The **Emergency Coordinator** will oversee the enactment of the Disaster Relief Plan.

Managers will report to the **Emergency Coordinator** and are responsible for their functional area(s). Also, **Managers** maintains a responsibility for the overall system and may be given added duties by the **Emergency Coordinator** beyond his/her normal functional area(s).

Any employee that becomes aware of a disaster or major service interruption should immediately report it to their **Manager and/or the Emergency Coordinator**.

PREPARATION

While the list of disasters is not all-inclusive, it demonstrates that disasters can vary greatly in size and scope. In addition, certain events such as hurricanes, floods and ice storms are generally preceded by a warning phase, which will allow the company time to prepare. Others, such as fires, tornadoes, or earthquakes are sudden in nature and company personnel must be prepared and trained in order to respond appropriately.

Emergency Notification Phone line

An Emergency Notification Line is provided for outgoing announcements and will be available to communicate information for employees; the call in number is 662-651-4131.

The Safety Coordinator has the responsibility of maintaining the Emergency Notification Line as directed by the President or Emergency Coordinator.

Preparation Process

When the Preparation Phase of the Plan is invoked, each Manager will be informed by the Emergency Coordinator regarding the level of preparation needed. The following information outlines some of the preparatory functions that may be required depending upon the impending disaster.

- Supplies shall be made available.
 - Tape for windows & file cabinets
 - Batteries, have spare batteries in your area
 - Bug Spray & Fire Ant Killer
 - First Aid Supplies
 - Plastic sheeting
 - Flashlights
 - Raincoats/Rain Suits/Rubber Boots
 - AM/FM portable or NOAA weather radio
 - Rope
 - Chain saw

- Have extra cash on hand for emergency personnel.
- Initiate a KCO (Keep Cost Order) as required
- Track hurricane or storm.
- Current copy of the Disaster Relief Plan.
- Notify employees of pre and post storm plans and brief employees of their duties.
- Check stock of first aid kits.
- All users are responsible for saving data contained on their local hard drive to an appropriate backup media and securing the media
- Turn power off on all non-essential equipment
- Move computers off floors, cover all electrical office equipment, fax machines, copiers, printers, with plastic sheeting or move to a secure place (such as room with no windows).
- Two-way radios shall be charged and ready for service.
- Put fresh batteries in pagers.
- Employees should remove personal belongings.
- Clear desks, lock drawers and filing cabinets.
- Cover desks, filing cabinets, and bookcases with plastic sheeting.
- Obtain a list of contact numbers if employees & their families are evacuated.
- Service vehicles (gas/stock).
- Secure vehicles to designated location.
- Secure individual work areas to prevent water damage.
- Board and/or tape windows as needed.
- Be prepared to assist others if required.
- Assess potentially hazardous situations with safety in mind.
- Close offices and release employees on order from President or Manager.
- Back up central office equipment data bases and store at a designated site when determined.
- Secure each office site; check office batteries. (Host/Remotes).
- Secure equipment spares.
- Check test equipment for AC/DC operation.
- Secure chain saw for C.O. along with supplies.
- Have ample supply of recording media for AMA records.
- Assist Emergency Coordinator on site setup.
- Assist other departments needing emergency lines/numbers.
- Stock janitorial supplies.
- Secure Personnel folders and file cabinets.
- Maintain general employee data on hard copy.
- Based on level of preparedness, begin accumulating supplies according to Emergency Coordinator's Directive and/or Emergency Plan.
- Supply Break Room with food and water for extended stay or arrange for this at the Emergency Operations Center.
- Gather drinkable water (a minimum of 2 gallons/per person/per day), non-perishable foods, blankets, towels and other supplies to be stored at Emergency Operation Center (EOC).
- If departing any building, close, lock and check all doors and windows.
- Secure all storage areas.
- Secure network nightly – backup tapes.
- Stop network usage, back-up system, power down each non-essential server.
- Verify all PC's are secure.

- Notify employees of possible overtime.
- Prepare all customer payments for immediate deposit to the bank.
- Maintain a minimum of one cash drawer and deposit all other monies.
- Determine severity of emergency and decide on extent to be followed on remaining list of actions.
- Have hand tools available.
- Be sure Backhoe/Bucket Trucks are fueled and ready for immediate use.
- Stock trucks with supplies needed for repairs.
- Secure Pedestal Lids in areas being worked prior to storm and as assigned by management.
- For hurricane or storm, have each field technician drive company vehicle to their designated safe storage area on or off company premises.
- Stock trucks with supplies needed for repairs & installs.
- Assign employees to contact business accounts to determine if we can assist with their communications plans in advance of the storm.
- Check all fuel levels at all locations and refill if required.
- Tire chains for all trucks.
- Crank all generators and check UPS systems.

72 hours prior to impact:

- Clean up server volumes, remove unnecessary files.
- Clean up optical volumes to be used for backups.
- Clean up the office, store any loose computers and equipment. Locate any spare backup tapes and optical disks.
- Contact fuel suppliers to make certain that fuel can be delivered to emergency generators if commercial power is lost.
- Contact local gas station owners to make certain that gasoline for company vehicles can be obtained if commercial power is lost.

48 hours prior to impact:

- Ensure that the normal backup is running properly.
- Verify and label most recent tape that data is intact.
- Conduct site survey to locate any computers that could be at risk for damages and advise Management as necessary.

36 hours prior to impact:

- Begin backing critical user, local hard drives such as but not limited to President or Managers.

24 hours prior to impact:

- Re-verify that normal backup is operational.
- Re-verify data and label tape.
- Secure all servers.

12 hours prior to impact:

- Upon directive of Emergency Coordinator, disable login on all servers and obtain a final backup of the entire network.
- Take network tapes and optical disks used for backup in the last 72 hours and copies of backup software to a safe location.
- Move any company computer equipment that is a risk (pay close attention to equipment located on ground floors, these need to be moved on top of desks or higher).
- Cover computers and monitors that are at risk to water damage with plastic AFTER they have been disconnected from power.
- Power down all non-essential servers and cover with plastic.

RESTORATION

The purpose of the Disaster Relief Plan is to provide guidelines to personnel in the event of a major service interruption or disaster. The **President** may invoke this plan in whole or in part.

A "major service interruption" is defined as:

- Service failure of 10% of local subscribers per exchange for more than 24 hours,
- Service failure of 25% of toll trunks per exchange during daily busy hours, or
- Toll isolation at any time.

A disaster is defined as an act of God or unavoidable casualty. Acts of God include earthquakes, floods, tornadoes, hurricanes, etc. Unavoidable casualties include fire, explosion, sabotage, and vehicular damage to any facility that will interrupt the normal business process.

The Disaster Relief Plan will be reviewed annually and updated as needed. Employee training and drills shall be conducted annually.

Safety and Security

The responsibility of any employee shall not supersede the responsibility for ensuring his or her own personal safety.

The Emergency Coordinator will notify the local authorities (police, civil defense, hospitals, insurance company, etc.) in the event of a disaster.

Emergency Evacuation and Assembly Plans are posted in each company building. In the event of a disaster, affected buildings will be evacuated according to the Evacuation Plan. Employees will assemble at the predetermined meeting area.

After evacuation, buildings will be inspected by the, **Emergency Coordinator or Manager**. Personnel may not re-enter the building until the **Emergency Coordinator** informs personnel the area is "all clear". First-aid kits and supplies will be located in each company building and company vehicles. Selected personnel in each work area will be trained in first aid and CPR procedures.

During a disaster, strict security measures will be established at company buildings and grounds. Only necessary personnel will be permitted to enter secured buildings and grounds.

Emergency Operation Center

The **Emergency Operation Center (EOC)** will be selected by the **Emergency Coordinator**. The **Emergency Operation Center** will be at the **Central Office**. If a comprehensive disaster affects the total system, the alternate **Emergency Operation Center** will be situated at 63480 Highway 25 North, Smithville, MS (Storage Facility).

In the event of a disaster or major service interruption the **Emergency Manager** will contact the Public Service Commission to report the extent of damage. Other important Agency numbers can be found in Appendix I-M.

Public Relations and Awareness

The **President or Designee** will be the official company spokesperson in the event of a disaster or major service interruption. No other employees shall make statements or comments to the media.

Personnel Relations

The **Safety Coordinator** will maintain employee emergency contact numbers in the Disaster Relief Plan. This information should be easily accessible in the event of an emergency or major service interruption. The **Safety Coordinator** will take steps to keep employees informed of the situation following a disaster or major service interruption, through means such as the **Emergency Notification Line, 662-651-4131**.

Insurance Considerations

In the event of a disaster or major service interruption, the **Emergency Coordinator** will notify the appropriate insurance companies.

Purchasing

The **Purchasing Agent** will assist in placing orders for equipment and supplies in the event of a disaster or major service interruption. This will include providing emergency purchase orders as necessary. Backup data for Purchasing should be stored in a fireproof cabinet and may be retrieved by the **Business Office Manager** or the **Purchasing Agent**.

In the event the disaster requires the purchase of equipment or supplies, the following procedures will be used:

Emergency Coordinator's direction

Communications

The **Emergency Coordinator** assisted by the **Central Office Manager** will arrange for an alternate internal communications system (e.g. radio, cellular phones) in the event normal telephone communications become impaired during a disaster or major service interruption.

Smithville Telephone Company has available licensed amateur radio operators with the ability to communicate within the county, state or nation as required.

Smithville Telephone Company has satellite Internet access that is independent of the landline telephone network.

Central Office and Network

In the event of a disaster or major service interruption involving local or tandem switching systems, remotes, or digital loop carriers the **Central Office Supervisor** will notify the **Emergency Coordinator** and other affected Managers.

The **Central Office Supervisor or designee** will conduct a field visit in order to:

- Assess and determine level of damage.
- Take action to prevent or reduce further damage (disconnect power source if necessary).
- Report specific equipment damaged and level of damage.
- Begin salvage operations.

The **Central Office Supervisor** and/or **Business Office Manager** will coordinate and contact vendors regarding equipment necessary to restore service. If a switch or processor is completely destroyed, a mobilized switch (mounted in a trailer) will be ordered to restore service temporarily. Arrangements for permanent equipment will follow restoration of temporary service.

The **Central Office Manager** will arrange for temporary public telephone service when necessary (payphone trailer, temporary phones in a public place, etc.).

The **Central Office Manager** will oversee the installation of temporary and permanent equipment upon its arrival and will provide translations for new equipment as necessary.

Outside Plant

In the event of a disaster or major service interruption involving outside plant, the **OSP Manager** will notify the **Emergency Coordinator** and the other managers affected.

The **OSP Manager** will assess the level of damage with the help of personnel and report to the **Emergency Coordinator** who will direct the mobilize forces and begin restoration in accordance to restoration priorities listed in this plan. Restoration of facilities will be coordinated with Central Office employees to ensure adequate records are maintained. The **OSP Manager** will contact necessary contractors to assist in rebuilding Outside Plant.

Requests for additional personnel and/or equipment from other telephone companies will be handled by the **Emergency Coordinator** and coordinated with the **OSP Manager**.

Building and Grounds

In the event of a disaster or major service interruption involving any company buildings and grounds, the **OSP Manager** will notify the **Emergency Coordinator** and all affected Managers. Salvage operations for any building involved in a disaster will be overseen by the **OSP Manager** and will be conducted as soon as is safe and feasible. The **OSP Manager** will oversee all reconstruction of damaged or destroyed buildings.

If a manned office or building is damaged or destroyed, the **Emergency Coordinator**, along with input from the affected Manager will arrange temporary re-location of affected personnel to continue business. If the executive offices are damaged or destroyed, relocation will be coordinated through the **Emergency Coordinator**.

If a substantial number of vehicles are damaged, the **Emergency Coordinator** with the **OSP Manager** will decide whether to borrow, lease, or purchase vehicles.

In the event of a leak, or spill involving an underground storage tank, the Mississippi Department of Environmental Quality (601-961-5171) will be contacted within 48 hours by the **OSP Manager or Safety Coordinator**. The **OSP Manager** will arrange for cleaning-up the spill or leak, using a contractor as necessary.

Call Dispatch Center

The **Call/Dispatch Manager** will assess the level of damage in their area and will report to the **Emergency Coordinator** as appropriate. The **Call/Dispatch Manager** and **Central Office Manager** will arrange communications for the Call Center. If communications to the Call Center are lost, calls will be routed to the **Emergency Operations Center** until communications are restored. Business lines may be temporarily installed at an alternate location to be answered by Call/Dispatch Representatives.

If the Central Office telecommunications system is destroyed, the main number will be routed to an information desk.

Vital records needed by the Call/Dispatch Center will be stored in the Call/Dispatch Center or with the Business Services/Systems, and may be retrieved by the **Call/Dispatch Manager** or other designated personnel. When necessary, Call/Dispatch Center will revert to manual procedures until automation is restored.

Information Systems

Emergency Coordinator will establish an **Information Systems** command post and perform the following:

- Provide a sufficient staff (on a 24 hour basis if necessary) during recovery.
- Ensure that data stored off-site is safe and can be retrieved by authorized personnel.
- Supervise local backup and restoration of normal processing.
- Assist with restoration of critical applications.
- Assess damage to Information Systems equipment and begin salvage operations.
- Replace equipment as necessary and coordinate delivery and installation of salvaged and new equipment.
- Test on-line and dial-up communications
- Ensure that system software can run on replacement equipment.

The telephone company cannot be responsible for lost data on local PC's. PC users are responsible for backing up and storing data on their local computers.

STRATEGIC RESTORATION PLAN

Organization for Action

This plan is developed in sufficient detail to react to a major disaster. Disasters of lesser degrees may require the implementation of only portions of the overall plan. The **Emergency Coordinator** will determine which elements of the plan will be implemented on an "as needed" basis.

Organizational Structure

The **Emergency Coordinator** will organize within the Company a structure of sufficient force to carry out, in an effective manner, all functional areas. The optimum size of each force or team is dependent upon the magnitude of the disaster. The force structure may be increased or decreased at the discretion of the **Emergency Coordinator** based on the needs for the particular disaster situation.

The **Emergency Coordinator** has the authority to assign responsibilities at his discretion without regard to the current organization.

Emergency Operation Center

At the direction of the **Emergency Coordinator** the **Emergency Operation Center** will be activated at the central office.

With a comprehensive disaster affecting the total system, the alternate **Emergency Operation Center** will be situated at **63480 Highway 25 North, Smithville, MS.**

Field Surveys

As soon as is practical following any disaster that seriously affect telecommunications service, it is imperative that an "on site" or field survey be conducted to assess the damage. Survey crews made up of a minimum of two employees will be assigned a given geographical area to survey and report to the **Emergency Coordinator** the extent of damage and hazardous conditions. OSP personnel report their assessments to their

Manager and/or Emergency Coordinator. From these reports the **Emergency Operations Center** will be able to assess total damage and facilities affected and direct corrective action taken to restore service.

No employee shall begin surveying damage in restricted areas without prior direct authorization.

Force Requirements

The field survey assessment will indicate the volume of work required to restore service and to make permanent repairs. If the forces available within the Company are determined insufficient to handle restoration work, additional forces and equipment required to re-establish service will be attained. The (AMTA) Alabama Mississippi Telecommunications Association should be notified to obtain mutual aid and assistance. The **President** will be responsible for contacting AMTA (Alabama/Mississippi Telephone Association) to request assistance.

AMTA Disaster Relief Committee

1. The AMTA has established a Disaster Relief Committee whose members are responsible for:
 - a. Maintaining a current directory of all companies' personnel who have or can obtain authorization for mutual aid.
 - b. Maintaining a current list by specific location of companies/suppliers that normally stock or have access to poles, cable, etc.
 - c. Maintaining a current inventory by company location of emergency generators.
 - d. Establishing and maintaining procedures for non-industry contacts during emergencies (i.e. National Guard, etc.)
 - e. Coordination the efforts of all association members during a catastrophe.
2. The company experiencing the service emergency and requesting aid (manpower, specific equipment, supplies, etc.) should contact:

AMTA Executive Director

	<u>Office</u>	<u>Home</u>
Jerry Renfro	334-265-1660	334-399-0900

3. The President should furnish the following information:
 - a. The name of the company representative making the request.
 - b. The nature and location of the service outage.
 - c. What aid is requested (cable, manpower, equipment, etc.)
 - d. The telephone numbers of the requesting company's emergency control center.
4. The AMTA Disaster Relief Committee receiving the request for aid is responsible for:
 - a. Obtaining sufficient information regarding the aid request.
 - b. Determining and contacting the nearest potential supplier(s) of the aid and the telephone numbers of the requesting company's emergency control center and the name of the person requesting the aid.
 - c. Informing the Disaster Relief Committee of the nature of the request and of current activity in meeting the request.
 - d. Calling back to the requesting company's emergency control center to inform the person requesting the aid of the name, location, and telephone number of the potential supplier(s) or companies.

5. The Company that has been contacted to supply the requested aid is responsible for:
 - a. Quickly determining if the request can be met – if not immediately calling back to the Disaster Relief Committee member so that other supply sources can be located.
 - b. If the request can be partially or fully met, contacting the requesting company's emergency control center and jointly determining the logistics and billing.
 - c. Re-contacting the Disaster Relief Committee member with a status report so as to avoid duplication of efforts.

Restoration Priorities

The Company will work prudently to restore all services; however, in major disasters affecting many customers, the Company will utilize a restoration priority. The order of priority for re-establishment of telecommunication services is as follows:

1. Restore trunk circuits serving Department of Defense or National Security activities.
2. Restore services for Civil Defense activities, Law Enforcement, Public Safety Agencies and Emergency 911.
3. Restore service to isolated exchanges.
4. Restore services to health agencies.
5. Restore toll services
6. Restore service to priority customers, employees and businesses.
7. Restore other services.

Alternate Communication Sources

Should it become necessary, available, and practical, Smithville Telephone will provide "critical users" with alternate communications such as cellular telephone units until wire line services can be restored.

Plan Review

This plan shall be reviewed, up dated and amended on an annual basis or as the need arises.

LESSONS LEARNED FROM PAST DISASTERS

- Set up emergency control center as quickly as possible.
- Provide briefing for employees returning to work. Advise them of danger zones, special safety requirements, compensation, and provisions for eating, personal comfort and first aid.
- Make an effort to return from emergency operation to normal procedures and practice as quickly as possible.
- Give some thought to an emergency-work pay plan for employees. Decide on the basis of company policy, company resources and the prevailing practice in your area.
- Keep employees informed of conditions and the extent of recovery. Tell them when you expect to call them back to work and on what basis. When recalling them advise them of any special requirements such as shift hours, a special pay rate, whether to bring lunch and the appropriate type of clothes.
- When possible, guard remote areas to prevent hazards, pilferage, looting and the natural tendency for crowds to gather at a colorful operation such as bulldozing or blasting. Use a pass system to determine who will enter the area.
- Make one person responsible for health and sanitary conditions. Have this person tag drinking fountains, toilets and washbasins approved for use.
- Have another person supervising safety practices. Make this a full-time job. Unusual tasks, plus excitement and fatigue, create unusual hazards.
- Maintain routine records if possible. Later on you will need them to settle insurance claims, tax deductions, legal questions and payroll arguments. Assign people to gather required data; take photos.
- Send as much damaged equipment as possible back to the manufacturer for overhaul or, at least, send it to a service shop. You will need all of your available talent and space for things that cannot be sent out.
- Put someone in authority in charge of night activities.
- Try to help employees at home.
- Don't wait too long for local services and supplies. Place orders outside of your geographical area. Ask your suppliers to help you locate sources.
- Don't lift emergency precautions too soon. Recovery to 100% safe conditions takes longer than you think.
- Establish contacts with local authorities and National Guard to make sure repair crews are allowed into the disaster area.
- Propane generators are more feasible at subscriber line concentrator sites as they last 4 to 5 times longer than gasoline generators.
- Don't forget emergency power at warehouse locations.
- Arrangements should be made in advance to fill cooling tanks at central office locations should water become available.

- Emergency operations centers should have a portable cellular telephone for emergencies.
- Emergency power is critical. Distributed network intelligence makes the system more vulnerable to power outages:
 - emergency generators must be deployed and refueled.
 - security of the generators is a problem – people will steal them in order to have electricity.
 - test emergency generators under load for extended periods.
 - the company should assure that all generators deployed have compatible connectors
 - qualified mechanics must be kept on standby.
- The ability of your forces to reach all areas will be restricted due to:
 - curfew
 - roadblocks
 - limited fuel supplies
 - Food, water and lodging must be arranged ahead of time and contingencies should be included in planning.
 - Where available you may want to choose natural gas for emergency generators to supplement propane.

Appendix A**Emergency Operation Officials**

Function	Employee	Telephone Number
President	Roger Thompson	See Appendix C
Emergency Coordinator	Terry Collums	See Appendix C
Safety Coordinator	Terry Collums	See Appendix C
Purchasing Agent	Darnell Collums	See Appendix C
Business Office Manager	Darnell Collums	See Appendix C
Central Office Manager	Terry Collums	See Appendix C
Outside Plant Manager	Rodney Young	See Appendix C
Call/Dispatch Manager	Darnell Collums	See Appendix C

Appendix B**Building Representatives**

Building	Business Office/Central Office
Address	63470 Highway 25 North, Smithville, MS
Representative	Darnell Collums
Building	Storage Building
Address	63480 Highway 25 North, Smithville, MS
Representative	Darnell Collums
Building	Oakhill Remote
Address	60778 Pearce Chapel Road, Greenwood Springs, MS
Representative	Terry Collums
Building	Microwave Tower
Address	20688 Coontail Road, Aberdeen MS
Representative	Roger Thompson
Building	New Bethel Remote
Address	2033 Duncan Lake Road, Smithville, MS
Representative	Terry Collums
Building	Indian Circle Remote
Address	60132 Williams Young Road, Smithville, MS
Representative	Terry Collums
Building	Fire Tower Remote
Address	60002 Hadaway Bottom Road, Smithville, MS
Representative	Terry Collums

Appendix C**Employee Contact Information**

Darnell Collums	Work Number	662-651-4131
	Mobile Number	662-315-8556
	Home Number	662-651-4040
Terry Collums	Work Number	662-651-4131
	Mobile Number	662-315-5516
	Home Number	662-651-4210
Geneva Thompson	Work Number	662-651-4131
	Mobile Number	662-257-6658
	Home Number	662-369-6395
Lenore Thompson	Work Number	662-651-4131
	Mobile Number	662-315-9924
	Home Number	662-651-1027
Roger Thompson	Work Number	662-651-4131
	Mobile Number	662-257-4835
	Home Number	662-651-1025
Shellie Thompson	Work Number	662-651-4131
	Mobile Number	662-315-6393
	Home Number	662-651-1025
Rodney Young	Work Number	662-651-4131
	Mobile Number	662-256-0851
	Home Number	662-651-4097

Appendix D

Field Survey Team

As soon as conditions are safe, a **Field Survey Team** will be deployed in order to determine the magnitude and impact of the disaster. This team will assess Outside Plant, Remote and Central Office Buildings, and equipment; the assessment will be reported to the **Emergency Coordinator**. The outline shows specific employees and their areas of responsibility. In the event one or more of these employees are absent, the respective manager will reassign the area accordingly.

Central Office

Terry Collums

Outside Plant

Rodney Young

Appendix E

Central Offices and Remotes

Location	Central Office
Phone Number	662-651-4131
Location	Indian Circle Remote (DLC)
Phone Number	662-651-8904
Location	New Bethel Remote (DLC)
Phone Number	662-651-8906
Location	Firetower Remote (DLC)
Phone Number	662-651-8905
Location	Oakhill Remote
Phone Number	662-651-8102

Name	Smithville	Name	Indian Circle Remote (DLC)
Location	63470 Highway 25 North	Location	60132 Williams Young Road
Host	Yes	Host	No
Remote Switch	No	Remote Switch	No
DLC	No	DLC	Yes
ESA	No	ESA	No
Standby Generator	Yes	Standby Generator	No
Fuel Type	Diesel	Fuel Type	
Fuel Capacity	250	Fuel Capacity	
Alternate Routing	No	Alternate Routing	No
Name	Oakhill Remote	Name	Fire Tower Remote (DLC)
Location	60778 Pearce Chapel Road	Location	60002 Hadaway Bottom Road
Host	No	Host	No
Remote Switch	Yes	Remote Switch	No
DLC		DLC	Yes
ESA	No	ESA	No
Standby Generator	Yes	Standby Generator	No
Fuel Type	Propane	Fuel Type	
Fuel Capacity	75	Fuel Capacity	
Alternate Routing	No	Alternate Routing	No
Name	New Bethel Remote (DLC)		
Location	2033 Duncan Lake Road		
Host	No		
Remote Switch	No		
DLC	Yes		
ESA			
Standby Generator	No		
Fuel Type			
Fuel Capacity			
Alternate Routing	No		
Name			
Location			

Appendix G**Generator Assignments**

Central Office Remote, DLC Location	Type	Voltage / Connection	Generator #
Indian Circle	9AS	120 vac	1
New Bethel	9AS	120 vac	2
Firetower	9AS	120 vac	3

NOTE: *All personnel involved with generator mobilization will be trained on proper procedures in providing standby power to the designated switch sites.*

Appendix H**Suppliers/Contractors List**

Company	Contact Name	Telephone Number	Supply/Service
Telephone Switching	Joel Pigg	731-686-0888	Equipment and Installation
Power and Tel Supply	Monica Pitts	800-328-7514	Equipment Supply
Telstrat	Mike Riedel	214-693-9003	DLC Equipment
Windstream	Gentry Robert	678-351-8753	Telephone Equipment
Nortel	Kelli Brooks	919-997-4115	Switching Equipment
Nortel	Brenda Lawler	919-905-2986	Translations
Embarq	Kathy Boehmer	800-755-1950	Telephone Equipment
NRTC	Mike Dunne	615-353-9898	Telephone Equipment
Nortel	24/7	800-466-7835	E-TAS

Appendix I**Local Vendor List**

Location	Gasoline/Fuel	Hardware and Supplies
Texaco	X	
Coker's	X	
Smithville Hardware		X

Note 1: *Supplies for emergency repairs can be purchased locally from the above list of vendors. Employees must provide a valid company ID, and purchase order number.*

Appendix J

Agency List

Federal List

Federal Communications Commission	1-888-225-5322
FAA – Local Flight Safety Service	1-601-664-9800
Federal Emergency Management Agency (FEMA)	1-800-638-6620
U.S. Senator Cochran	1-202-224-5054
U.S. Senator Wicker	1-202-224-6253
U.S. Representative Childers	1-202-225-3549
R.U.S. Field Representative – Teresa Hunkapillar	1-256-725-7353

Mississippi State List

Mississippi Emergency Management Agency (MEMA)	1-601-933-6362
Mississippi Department of Environmental Quality	1-601-961-5171
Mississippi Wildlife and Fisheries and Parks	1-601-432-2400
Mississippi Public Service Commission	1-601-961-5493
Commissioner Posey (MPSC)	1-601-961-5430
Commissioner Bentz (MPSC)	1-601-961-5440
Commissioner Presley (MPSC)	1-601-961-5450

Local List

Local Emergency Management Agency	911 or 651-4411
Sheriff's Department	911 or 662-369-2468
Emergency Medical Service	911 or 662-651-4411
Police Department	662-651-4063

Appendix K

Fire Departments

Fire Department	Telephone Number
Smithville	911 or 662-651-4046
Bethlehem	911 or 662-651-7254
Amory	911 or 662-256-8383
Hatley	911 or 662-257-9195

Appendix L**Municipalities/Other Utilities**

Exchange	Name	Phone
AT&T*	24/7	888-920-2092
AT&T*	24/7	888-920-2225
Smithville Maintenance	Mike Hathcock	662-651-4411/4603
Quincy Water	Wayne Faulkner	662-315-2210/2207
Gaines Trace Water	Ralph Dill	662-257-2288
Monroe County Electric	24/7	662-256-2962
Atmos Energy	24/7	800-863-7749
Itawamba Industrial Gas	Manager	662-862-1700
Mississippi One Call	24/7	811
Mississippian Railroad	Manager	662-256-3544

* 1) You should have as much information as possible of any of the facility interconnections, T1, DS3 or Fiber, you are trying to report, i.e. CLLI codes for both ends of the facility, the skid for the fiber, the CLO off of the word document if you have a copy of the TIRKS design card etc.

*2) If you are trying to report a trunk group that is out of service the 2/6 (Two-Six) code will help the process also found on the TIRKS design card.

Hand-Held Radios

Name	Model Number	Serial Number
Terry Collums	SP-120V2	991244605B
Rodney Young	SP-120V2	991244607B

Hospitals

Gilmore Memorial	662-256-7111
North Mississippi Medical Center	662-377-3000
Access Family Clinic	662-651-4637
Gilmore Regional Clinic	662-651-7112

Appendix P**Media List**

Radio	
WAFM Amory FM-95	662-256-9726
Television	
WTVA Tupelo	662-842-7620
WCBI Columbus	662-328-1224
Newspapers	
NE Mississippi Daily Journal	662-842-2611
Monroe Journal, Amory	662-256-5647
Itawamba Times	662-862-3142
Monroe Journal, Aberdeen	662-369-4507

Appendix Q

Insurance Company List

NFU Southeast, Inc.	770-650-3250