Range Telephone Cooperative, Inc.
Business Continuity and Disaster Preparedness Plan

I. PURPOSE

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

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

II. GENERAL PROCEDURES

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

A. Notification of Emergency Warning

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

B. Emergency Control Committee (ECC)

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

CEO/GENERAL MANAGER
Phone: 406-347-2226
Direct: 406-347-2821
Mobile: 406-351-1144
Home: 406-346-2665

OPERATIONS MANAGER
Phone: 406-347-2226
Direct: 406-347-2843
Mobile: 406-351-1022

OUTSIDE PLANT MANAGER
Phone: 406-347-2226
Direct: 406-347-2834
Mobile: 406-351-2395

CENTRAL OFFICE MANAGER
Phone: 406-347-2226
Direct: 406-347-2854
Mobile: 406-351-3085

ENGINEERING MANAGER
Phone: 406-347-2226
Direct: 406-347-2845
Mobile: 406-351-1087

CONTROLLER
Phone: 406-347-2226
Direct: 406-347-2859
Mobile: 406-351-1773

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

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

1. Assess the nature and extent of all emergencies
2. Assume control of all emergency actions.
   a. Notify and coordinate with Emergency Response, Public Safety Answering (PSAP), Civilian Emergency Response Team (CERT)-County Notification
   b. Wyoming PSC if necessary 307-777-5722
   c. Montana PSC if necessary 406-444-6199
3. Communicate emergency to employees
4. Assign tasks to personnel to carry out specific actions
5. Order evacuation if deemed necessary
   a. Account for all employees
6. Take any other action necessary to protect life
7. Annually review this plan and revise as necessary
8. Plan training exercises to test the evacuation plan
9. Instruct personnel of their duties under this plan

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

E. **Emergency Control Center**
Emergency actions should be coordinated at the Emergency Control Center, which will be designated as the General Manager's office at 2325 E. Front Street, Forsyth, Montana.

If the emergency situation warrants the committee members to meet at the RANGE Network Operations Center located at 60 West Seymour Street, Sheridan, Wyoming; it will be the General Manager's responsibility or ranking manager to notify, and give the location where members are needed.

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

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

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

III. EMERGENCY ALARMS

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

B. Action
When the alarm is activated or an announcement is made, at least one (1) member of the Emergency Control Committee (ECC) shall report to the designated evacuation site outside the office complex. That Committee member should ensure that

outside employees do not re-enter the building. The remaining members of the Emergency Control Committee (ECC) other members should take any necessary actions to ensure safety of the employees and visitors and notify proper agencies for needed services.

C. Office-Wide Evacuation Alarm

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

D. Segmented Area Evacuation

The signal/alarm for a segmented area evacuation will also be a continuous alarm and/or an announcement over the paging system by a member of the Emergency Control Committee (ECC), stating a segmented evacuation is ordered. A member of the Emergency Control Committee (ECC) will have the authority to activate this alarm and give appropriate instructions to employees to ensure safety. It is the responsibility of this person to alert all employees as to what type of emergency is occurring and the location of the emergency.

Once at the assembly site, an employee roll call will be conducted and reported to an Emergency Control Committee (ECC) member. In addition, all visitors in the building must be accounted for.

E. Phone Listings

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

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

IV. EVACUATION SITES

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

V. EMERGENCY SHUTDOWN PROCEDURE FOR DISASTERS

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

1. All aisles and exit ways should be free of obstructions.
2. The Operations Manager should call Utility to shut off gas lines and the electrical supply. In the event that the Safety Supervisor

is unavailable, a member of the Emergency Control Committee (ECC) shall take such action.

3. In the event of a disaster or emergency, the following procedures should be put in effect by the Safety Supervisor or other members of the **Emergency Control Committee (ECC):**

V.1 TORNADO

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

V.2 SEVERE WEATHER/BLIZZARD

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

V.3 EARTHQUAKE

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

1. Drop to the ground
2. Take Cover
3. Hold On Until the shaking stops
4. Additional information
   a. If there isn't a table or desk near you, drop to the ground in an inside corner of the building and cover your head and neck with your hands and arms. Do not try to run to another room just to get under a table.
   b. Studies of injuries and deaths caused by earthquakes in the U.S. over the last several decades indicate you are much more likely to be injured by falling or flying objects (TVs, lamps, glass, bookcases, etc.) than to die in a collapsed building. "Drop, Cover, and Hold On" offers the best overall level of protection in most situations.
   c. **DO NOT ATTEMPT TO EXIT THE BUILDING - NO ONE SHOULD GO OUTSIDE THE BUILDING.**
5. After an earthquake has stopped, the following procedure should be initiated:
   a. All employees should help restore calm to fellow employees.
   b. Emergency Control Committee (ECC) members should check for injuries and provide first aid as needed.
   c. Evacuate the building immediately following the earthquake. Damage to the structure may have resulted. Proceed to the designated assembly area.
   d. The Safety Supervisor should check for fires and shut off all gas, electricity, and water at main controls.
   e. The building should be inspected by a member of the Emergency Control Committee for damage.
   f. The Emergency Control Committee should then notify proper utility companies or other services as needed.

V.4 FIRE/BOMB THREAT

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

V.5 PANDEMIC

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

1. Listen, or watch for advisories on the radio, television or Internet of an upcoming Pandemic.
2. Once identified the General Manager and/or Control Committee will initiate office closure procedures.

3. The following key employees will have and maintain internet access and phone service so they can telecommute if necessary.
   a. General Manager
   b. Operations Manager
   c. Finance & Administration Manager
   d. Controller
   e. IT Supervisor
   f. Engineering Manager
   g. Outside Plant Manager
   h. Central Office Manager
   i. Customer Service Specialists
   j. Network Technicians
4. In case of pandemic, all calls will be dispatched to the Operations Manager for call out to the technicians.
5. If quarantine goes into effect, technicians will not go beyond the demarcation point at any residence or business.
6. Technicians will wear masks to cover their nose and mouth and can walk away from any trouble where they may be exposed to the virus.
7. Employees who are sick with the virus or other ailment must report their illness to their department head immediately and take leave.
8. Once the pandemic is lessened or the quarantine is removed, all employees will be notified to report back to the office.

VI. HOUSEKEEPING

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

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

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SECTION 1
EMERGENCY RESPONSE

I. PURPOSE

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

II. DEFINITIONS

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

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

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

1. General Manager
2. Operations Manager
3. Outside Plant Manager
4. Central Office Manager
5. Engineering Manager
6. Finance And Administration Manager
7. IT Supervisor
8. Controller

III. DISASTER /EMERGENCY RESPONSE

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

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

B. Contact Federal, State of Montana, and/or Wyoming PSC, City and County authorities

C. In the event of land-line failure, mobile communications shall be arranged at the Emergency Control Center.

D. The Committee shall use Email and/or mobile text messaging capability (as available) in the event that voice communications are unavailable.

E. As soon as it is safe to do so, the Committee shall arrange and dispatch the appropriate resources for restoration of any damaged facilities.

F. Restoration of essential communication services shall be completed in the following order:

1. "Emergency Services" to include 911 service and local law enforcement, fire department and search and rescue departments.
2. "Essential Services" to include hospitals, doctors offices, medical centers, etc., TOLL trunks and trunk circuits to include mobile phone service trunking.
3. "Public Customer Services" to include city, county, state and federal facilities including schools.
4. "Business Customer Services" to include large and small business customers
5. "Residential Customer Services" to include all remaining communication services

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SECTION 2
SERVICE RESTORATION RESPONSE

I. PURPOSE

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

II. PERSONNEL

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

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

III. RESTORATION RESPONSE AND RESPONSIBLE PERSONNEL

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

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

Attachment B - Operations and Maintenance". COMMERCIAL shall be informed upon successful restoration of the SONET System.

C. **Trunking and Interconnection Disaster (Cable Systems)** - In the event of a loss of trunking and interconnection services related to a cable systems failure caused by a disaster or emergency, OPERATIONS shall immediately inform COMMERCIAL and proceed to coordinate efforts with the affiliated companies listed in Exhibit C, hereto attached, as defined in the Fiber Facilities Operation and Maintenance Agreement to determine the cause and location of the outage, and take subsequent restoration actions as defined in the Fiber Facilities Restoration Plan. COMMERCIAL shall be informed upon successful restoration of the cable system.

D. **Commercial AC Power Disaster** - In the event of a loss of Commercial Alternating Current (AC) power caused by a disaster or emergency, OPERATIONS shall immediately confirm the functionality of emergency standby generator systems and then inform ADMINISTRATION of the situation, proceeding to contact the appropriate utility company as identified in the Suppliers & Contractors list, as attached as Exhibit B, to determine the cause of the outage. If Commercial power cannot be restored within a reasonable time, emergency standby generator systems shall be monitored regularly to assure continued power to the DC power systems and backup batteries.

E. **DC Power Systems and Backup Battery Disaster** - In the event of a loss of Direct Current (DC) power systems caused by a disaster or emergency, OPERATIONS shall immediately coordinate efforts to determine the cause of the outage. If DC power cannot be restored due to rectifier failure or destruction, OPERATIONS shall contact Thermobond Buildings as noted in the Suppliers & Contractors List attached as Exhibit B to coordinate restoration, repair or replacement with the power equipment vendor.

F. **Off-Net Private Line and Special Circuits Disaster** - In the event of a loss of Private Line and Special Circuits provided by an off-net carrier due to a disaster or emergency, OPERATIONS shall immediately contact the off-net carrier to determine the cause of the outage. Upon determining the cause of the outage and the estimated restoral time, OPERATIONS shall inform COMMERCIAL of the circumstances. COMMERCIAL will relay the appropriate information to the customer or end user.

G. **Long Distance Service Disaster** - In the event of a loss of Long Distance service as a result of a disaster or emergency, RANGE shall immediately contact ACT, Vision Net, and/or Centurylink as noted in the attached Suppliers & Contractors List to report such outage and to coordinate restoration or repair.

H. **Internet Service Disaster** - In the event of a loss of Email or web service access due to a disaster or emergency, RANGE shall immediately contact ACT and/or Vision Net as noted on the Supplies & Contractors List as Exhibit B, to assist in identifying the cause of the loss of Email or Web service and inform COMMERCIAL of the outage and approximate time to restore service. COMMERCIAL will relay the appropriate information to the customer or end user.

I. **Digital Subscriber Line Access Multiplexer (DSLAM) and Digital Loop Carrier Systems (DLC) Disaster** - In the event of a loss of DSL and/or voice services relating to a DSLAM or DLC Disaster or emergency, OPERATIONS shall immediately work to determine the cause of the outage. If determined necessary OPERATIONS shall contact the appropriate vendor as noted on the Supplies & Contractors List, Exhibit B, to repair or replace the damaged equipment, and inform COMMERCIAL of the outage and approximate time to repair. COMMERCIAL will notify the customer or end user.

J. **Operations Support Systems (OSS)** - In the event of a loss of Operations Support Systems relating to a disaster or emergency, IT shall be immediately contacted to determine the cause of the outage. COMMERCIAL and ADMINISTRATION shall be informed of the outage and coordinate with the IT Coordinator to determine how long it will take to repair or replace the damaged OSS equipment or Wide Area Network (WAN) connectivity.

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SECTION 3
COMMUNICATIONS AND COORDINATION

I. PURPOSE

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

II. COORDINATION AND STAFFING

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

Emergency Control Committee responsibilities include the following:

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

A. ADMINISTRATION responsibilities include the following:

1. Assist the Emergency Control Committee as requested
2. Control media and coordinate the delivery of General Manager press releases

3. Notify regulatory agencies as required (Public Service Commission)

B. OPERATIONS responsibilities include the following:

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

C. IT/IS responsibilities include the following:

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

D. COMMERCIAL responsibilities include the following:

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

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EXHIBIT A
SUPPLIERS & CONTRACTORS

I. PURPOSE

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

A. Internet Wholesale Suppliers & Contractors

Advanced Communications Technology, Inc.
Dave Berry, Operations Manager
Office: 307.675.0922
Mobile: 307-431-9064
Emerg: 307-675-0998

B. Switching Network Support - Metaswitch

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

C. Supply Chain Management & Contractors

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

D. Power Suppliers & Contractors

Montana Dakota Utilities	800.638.3278
Emergency	800.638.3278
Action Battery Wholesalers, Inc.	715-247-5512
Thermbond (Marconi Power Systems)	800.356.2686
TW Enterprises (Generator Maintenance)	800.995.3795
Emergency	406.671.5457

E. Wholesale Long Distance Suppliers & Contractors

Associated Network Partners, Inc.	217.698.1581
Emergency	866.287.4835
Emergency Pager	877.294.4985

F. Back Office Internet Support

Vision Net (TAC)	866.624.6462
Vision Net (Office)	406.467.4700

G. Tier One ISP Connectivity - North Route

Vision Net (NOC)	866.624.6462
Vision Net (Office)	406.467.4700

H. Tier One ISP Connectivity - South Route

ZAYO (NOC)	800.609.1025
ZAYO (Office)	503.309.6071

I. Tier One ISP Connectivity - East Route

SDN Communications (NOC)	877.287.8023
SDN Communications (Office)	800.247.1442

J. CISCO Routers, Switches and Firewalls

CISCO (TAC)	800.553.2447
CISCO (Office)	425.572.064

K. Broadband Loop Carrier/Digital Loop Carrier Network Support

Calix (TAC)	777.766.3500
Calix Escalation	612.360.1426
Adtran (TAC)	256.963.8716
Adtran (Office)	888.4ADTRAN

L. SONET / DWDM Network Support

Fujitsu (TAC)	800.873.3822
Fujitsu Escalation	303.889.9494

M. Carrier Ethernet Network Support

CYAN (TAC)	800.873.3822
CYAN Escalation	303.889.9494

N. IT & Computer Supplies

Tiger Direct (Scott Cannon)	877.998.8534

O. Billing Support System/Operations Support System (BSS/OSS)

Jim Klein, IT Supervisor (Office)	406.347.2226
Jim Klein, IT Supervisor (Mobile)	406.351.1944

P. Alarm Monitoring and After Hours Customer Support

Vision Net (TAC)	866.624.6462
Vision Net (TAC Manager Mobile)	406.590.4690

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EXHIBIT B
AFFILIATED COMPANIES

I. PURPOSE

Exhibit B provides contact information for those companies affiliated with Range Telephone Cooperative, Inc.

Advanced Communications Technology, Inc.
290 N. Brooks Street
Sheridan, Wyoming 82801
Office: 307.673.0910
Office: 888.304.8889
Fax: 307.675.0974
Emerg: 307.675.0900

RT Communications, Inc.
130 S. 9th Street
Worland, Wyoming 82801
Office: 307.347.7000
Office: 800.647.9841
Fax: 307.347.9200
Emerg: 307.347.7666

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

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EXHIBIT C
OTHER CONTACTS

I. PURPOSE

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

LAW ENFORCEMENT OFFICES

Montana County Sheriff's Offices

Big Horn County, Hardin, Mt.	406-665-9780
Carter County, Ekalaka, Mt.	406-775-8743
Custer County, Miles City, Mt.	406-874-3320
Powder River County, Broadus, Mt.	406-436-2333
Rosebud County, Forsyth, Mt.	406-346-2715
Treasure County, Hysham, Mt.	406-342-5211

Wyoming County Sheriff's Offices

Campbell County, Gillette, Wy.	307-682-7271
Crook County, Sundance Wy.	307-283-1225
Johnson County, Buffalo Wy.	307-684-5581
Sheridan County, Sheridan Wy.	307-672-3455
Weston County, New Castle, Wy.	307-746-4441

Highway Patrol

Montana Highway Patrol	800-525-5555
Wyoming Highway Patrol	800-442-9090

HOSPITALS

Big Horn County Memorial, Hardin, MT	406-665-2310
Holy Rosary Healthcare, Miles City, MT	800-843-3820
Rosebud Health Care Center, Forsyth, MT	800-767-5719
Sheridan County Memorial, Sheridan, WY	307-672-1000
V A Medical Center, Miles City, MT	406-874-5600
V A Medical Center, Sheridan, WY	307-672-3473
Campbell County Memorial, Gillette, WY	307-688-1000
Crook County Memorial, Sundance, WY	307-283-3501
Johnson County Healthcare, Buffalo, WY	307-684-5521
Weston County Healthcare, Newcastle, WY	307-746-4491

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UTILITY COMPANIES

Big Horn Electric Coop, Hardin, MT	406-665-2830
Mid-Yellowstone Electric Coop, Hysham, MT	406-342-5521
Montana Dakota Utilities	800-638-3278
Northwestern Energy, Colstrip, MT	888-467-2669
SE Electric Coop, Ekalaka, M	406-775-8762
Tongue River Electric Coop, Ashland, MT	406-784-2341
Tongue River Electric Coop, Broadus, MT	406-436-2366
Black Hills Power & Light, Newcastle, WY	307-746-2726
Black Hills Power & Light, Upton, WY	307-468-2409
Black Hills Power & Light After-Hours	800-843-8849
Powder River Energy Corp, Sundance, WY	800-442-3630
Rocky Mountain Power	888-221-7070

MUNICIPALITIES

City of Broadus, MT	406-436-2409
City of Forsyth, MT	406-346-2521
City of Hysham, MT	406-342-5544
City of Sheridan, WY	307-672-0129
City of Clearmont, WY	307-758-4465
City of Hulett, WY	307-467-5771
City of Moorcroft, WY	307-756-3526
City of Newcastle, WY	307-746-3535
City of Pine Haven, WY	307-756-9807
City of Sundance, WY	307-283-3451
City of Upton, WY	307-468-2441
City of Kaycee, WY	307-738-2301
City of Midwest, WY	307-437-6513

OTHER EMERGENCY SERVICES

American Red Cross Montana	800-272-6668
American Red Cross Wyoming	307-638-8906
Center for Disease Control	800-232-4636
Poison Control	800-222-1222

BURIED CABLE LOCATION SERVICE

Montana One Call	800-424-5555
Wyoming One Call	800-849-2476

ROAD REPORT - DIAL 511

Montana	800-226-7623
Wyoming	888-996-7623