

# RT Communications

## Business Continuity and Disaster Preparedness Plan

### SECTION 3 COMMUNICATIONS AND COORDINATION

#### I. PURPOSE

Section 3 provides general guidelines for inter-departmental communications and coordination in the event of a disaster or emergency. These guidelines are intended to complement, not supersede, RT'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 RT 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)

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**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