

RT Communications

Business Continuity and Disaster Preparedness Plan

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 RT Emergency Response Team is a group of employees designated and assembled to respond to a Disaster or emergency. The RT Emergency Response Team consists of the following employees:

1. General Manager
2. Plant Manager
3. Plant Supervisor
4. Engineering Manager
5. IT Supervisor
6. 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.

RT Communications Business Continuity and Disaster Preparedness Plan

- 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