



Qwest Disaster Recovery Plan



QWEST DISASTER PREPAREDNESS AND NATIONAL SECURITY

Disaster Relief Procedures

1.0 Introduction

As part of community disaster relief efforts, Qwest may elect to aid impacted customers by providing specific Disaster Relief services. The Disaster Relief Centers described in this document do not refer to the National Mass Markets organization Customer Care Centers. This document describes the procedures to be used and defines the responsibilities of Qwest business units in establishing Disaster Relief services following a disaster.

2.0 Disaster Relief Teams

Disaster Relief Teams will serve as Qwest's focal point for establishing Disaster Relief services. Disaster Relief will focus on providing basic essential communication services to customers who have been directly impacted by a disaster.

Disaster Relief Teams will function as a sub-group of the respective Emergency Response Team (ERT). National Mass Markets will assume leadership for the Disaster Relief team, and will keep the ERT informed of Disaster Relief issues. In most cases, this will be done during ERT status calls. As a minimum, the following business units should be prepared to support the establishment of a Disaster Relief Center and ongoing management of Disaster Relief issues:

- National Mass Markets - ERT Member for Consumer
- National Mass Markets - ERT Member for Small Business
- Business and Global Markets (as appropriate) - ERT Member
- Public Relations - Corporate Communications
- Public Policy - ERT Member
- Qwest Liaison to Government EOC - ERT Member
- Wireless - ERT Member
- Data Solutions - ERT Member
- Enhanced Services Center - 303-787-5427
- Repair Call Handling Center- 800-573-1311
- LRAC - ERT Member (NOCS/Customer Operations)
- RCMAC - ERT Member (NOCS/Customer Operations)
- Screening - ERT Member (NOCS/Customer Operations)
- RMSC Terri Wells: 602-351-5120/SP Pin: 6301372
Peggy Hurd: 602-351-6185/SP Pin: 6301116

3.0 Disaster Relief Services Determination.

For each Disaster, the appropriate ERT leader, the DR Staff, National Mass Markets, and Public Policy will jointly determine if Disaster Relief Services will be offered, as well as what types of services will be offered. The nature and expected duration of the disaster will determine the type of services that Qwest will provide. Once the decision to provide Disaster Relief Services is made, National Mass Markets will be the focal point for leading Disaster Relief issues. The following guidelines should be considered in determining whether Disaster Relief Services are appropriate:

- An evacuation has been declared or is probable
- An evacuation is likely to last for more than 2-3 days



- Disaster Relief services would benefit the impacted community

This group will also determine whether a Disaster Relief Center or remotely provided services are more appropriate. The nature of the disaster will dictate how Qwest can most effectively and efficiently provide customer services. A Disaster Relief Center may be appropriate if--

- The evacuated area is highly populated
- Emergency shelters become gathering areas for evacuees
- The community establishes a central location for residents to have utilities problems addressed (electrical, water, natural gas, telephone).
- A physical presence in the community will assist in providing services and managing customer expectations.

Providing customer services without a physical Disaster Relief Center may be appropriate if--

- One or more sparsely populated areas are evacuated
- Residences within the evacuated area(s) are widely dispersed
- Emergency shelters are not used to a great extent
- See Section 5.0 for information on remotely providing customer services

4.0 Setting up a Disaster Relief Center.

Using the following process, National Mass Markets will lead the Disaster Relief Team in establishing a Disaster Relief Center--

- Assemble the Disaster Relief Team.
- Determine which services will be offered (regulated and unregulated services).
- Designate the Center location.
- Deploy necessary resources.
- Obtain appropriate regulatory approvals.
- Manage internal and external communications with Public Relations and Public Policy.
- Re-assess needs and modify as appropriate.

Further details of each step in the activation process follow.

4.1 Assemble the Disaster Relief Team. The National Mass Markets ERT member will convene the team on a conference bridge.

4.2 Determine services to be offered. The Disaster Relief Team, in conjunction with the ERT Leader, will determine which services will be offered. The types of services that may be provided include—

- Distributing general information about the outage duration and impacts on existing repair and provisioning schedules; this may include information on how access restrictions limit Qwest's ability to provision or repair.
- Accepting service and repair orders
- Providing temporary services such as remote call forwarding, call forwarding features, and voice mail
- Issuing PCS/cellular phone loaners
- Issuing DEX directories
- Providing on-site E-mail capabilities
- Providing local telephone service using portable phone banks/trailers
- Waiving specific charges using regulatory guidelines



4.3 Identify the Disaster Relief Center location. National Mass Markets will coordinate with the Disaster Relief Team to determine the location for the Disaster Relief Center. The location should consider the following factors:

- Customer needs and convenience are paramount; Qwest buildings may or may not be good locations
- The Qwest liaison to the Government EOC should seek input from local authorities to determine where Qwest can provide the most assistance and value.
- The Center should attempt to co-locate with other community service centers as much as possible to create one-stop-shopping for impacted customers.
- The Center should be easily accessible, well known to local population, and have ample parking nearby.
- The Center should be as visible as possible.

4.4 Deploy Necessary Resources.

The Qwest Disaster Recovery Staff will maintain kits containing basic essential equipment necessary for the quick activation of Disaster Relief Centers in any location. Kits will be shipped via overnight courier to the appropriate location. Each kit will contain-

- Qwest Disaster Relief Center Banners and rope for hanging the banners
- Qwest Disaster Relief shirts (Summer and Winter)
- Qwest Disaster Relief magnetic vehicle signs
- Laptop computer loaded with internet service capability and pre-loaded Web sites
- Combination fax/copier
- Key contact lists for Disaster Relief Center representatives
- Internal Communications (internal voice/data service and repair) Website and telephone number: 1-888-218-7132
- Disaster Relief brochures/informational flyers
- Manual order forms - RG 29-0172; Manual T&F
RG 29-0173; Manual Change and Record Orders
RG 29-0174; Manual Disconnect
RG 29-0175; Manual New Connect

National Mass Markets and the Disaster Relief Team will identify other necessary resources and manage the deployment to the appropriate location. Other equipment requirements may include:

- General office supplies
- Tent or other types of shelter for remote Center locations
- Space heater and power supply for outside Center locations
- Employee care items (cots, bottled water, etc.)
- Maps of the local area
- Adequate number of telephone sets for employee and customer use (can be obtained from Internal Communications)
- Manual order forms - RG 29-0172; Manual T&F
RG 29-0173; Manual Change and Record Orders
RG 29-0174; Manual Disconnect
RG 29-0175; Manual New Connect

Each business unit supporting Disaster Relief issues is responsible for identifying and managing its own staffing requirements.

4.5 Obtain Appropriate Regulatory Approvals. Regulatory approval is required from the state PUC when Qwest deviates from approved tariffs to waive charges or offer free services. When



Disaster Relief services for disaster victims have been identified, Qwest Public policy will seek approval either through a letter to the commission or by filing an additional tariff.

Contacts: Markets Regulatory Strategy; John Brehmer 402-422-7516
Ellen Dorn 402-422-7346
Julia Evans 303-896-6401

4.6 Manage Internal and External Communications. The Disaster Relief Team will work with the Emergency Response Team to manage internal and external communications associated with Disaster Relief.

Internal communications considerations-

- Communicating required support from appropriate business units.
- Communicating deviations from normal repair and provisioning processes to impacted work groups.

External communication considerations-

- Distributing Fact Sheets, flyers, posting announcements or providing other written material to the impacted community.
- Inform the Government EOC of Disaster Relief Center capabilities.
- Creating web page for Qwest Disaster Relief and link to community web sites covering the event.
- Providing Disaster Relief Center information to local media outlets.

4.7 Re-assess needs and modify Center capabilities as appropriate. The Disaster Relief Team should periodically re-assess whether community needs have changed, and modify Disaster Relief services accordingly.

5.0 Establishing Remote Disaster Relief Services.

National Mass Markets will lead the Disaster Relief Team in initiating Disaster Relief services using the same process as described above, with the exception that there will be no physical Center location, and customers will be expected to contact Qwest to initiate service requests. Qwest must effectively manage external communications capabilities (media, web sites, flyers) to inform impacted customers of available services. Call Center employees must be trained to deal effectively and compassionately with customers that have been impacted by the disaster.

6.0 Staffing and Employee Care.

Disaster Relief Centers should be staffed with personnel who do not have other community duties or personal impacts to avoid over-extending people or generating conflicting interests. Employees that will have direct contact with customers must be trained in dealing with customers that are in a highly stressful and emotional state. Staffing considerations should include--

- Weekend and off-hour staffing
- Care and feeding
- Temporary lodging
- Transportation needs
- Other employee personal needs

7.0 Customer Service Order Processes



7.1 Repair. Repair requests should be referred to the Repair Call Handling Center's (RCHC) 24x7 contact number: 800-573-1311. In addition to repair calls, the RCHC can accept requests for non-programmable Call Forwarding on out of order lines. In this case, the Call Forwarding will only remain in effect until the repairs are completed. The Repair Center must also be informed of the disaster situation and issue a bulletin to inform repair service personnel of the disaster situation and official prefixes. The Screening white board should be updated so repair tickets can be grouped as appropriate.

7.2 Provisioning Emergency Lines. Disaster Relief Centers may receive requests to provision emergency lines for government agencies or disaster relief organizations. Global Business Products Service Delivery will manage these requests. The standard business hours for the Global Business Products Service Delivery organization are 7AM-6PM Monday-Friday (Mountain Time). When an external agency requests emergency provisioning during standard business hours, the caller should be forwarded to one of the following Global Business Products Service Delivery numbers:

800-879-1023 or 800-879-5900

It is important to stay on the line with the caller until there is confirmation that the caller has reached an individual to support their request.

During all other hours, obtain the following information from the caller and page the on-call Service Delivery manager at 206-314-5146:

- Customer name
- Agency requesting service
- Contact number
- Location where service will be required
- Type of service requested

When the page is returned, provide Service Delivery with the customer-associated information so the customer can be contacted. The Global Business Products Service Delivery organization will champion the necessary activities to ensure the customer is provided with the requested service.

7.3 Provisioning (POTS). For customers needing to add or change existing service, order forms found in the Disaster Relief kit, should be faxed to the appropriate RMSC. If no physical Disaster Relief Center will be established, customer should be directed to contact the appropriate National Mass Markets or Small Business CCS for order negotiation. Special Sales Codes may be required for tracking purposes and can be obtained from Renee Waring with IT at (602) 351-6203.

7.4 Voice Mail and Call Forwarding. The Disaster Relief Representative should contact the following RMSC contacts and arrange the order process method: Terri Wells (Ofc: 602-351-5120, Skypage Pin 6301372); or Peggy Hurd (Ofc: 602-351-6185, Skypage Pin 6301116).

Field visit due dates should be determined with the ERT-Local Network concurrence prior to opening the Disaster Relief Center; due dates should be the same day or the next business day.

Flow through orders can also be due dated the same day or the next business day. It is imperative that the disaster specific sales codes be applied to these orders to avoid Service Order Quality and Compensation-affecting issues.

For requests made on Sundays, holidays or any other times outside of business hours, RCMAC can provide feature programming or activation.

Enhanced Services may be contacted at 1-303-787-5427 to build voice mail boxes if none have been created. The ESC hours of operation are 6:00 am to 11:00 PM (Mountain Time) Monday - Friday, and Saturday 7AM - 3 PM. The primary contact is Ron Minks 303-787-5300; pager 303-240-3954.



An order number and subsequent CWD order may be required.

8.0 Customer Service Order Processes. For more information about this procedure, please contact the Qwest Disaster Preparedness and National Security Staff duty manager at 800-204-6540.



DISASTER RELIEF SERVICES

Qwest is committed to providing disaster relief for residents impacted by (event name, e.g., Los Alamos wildfires). Please go to the Qwest Disaster Relief Center for service and temporary communications needs. We will do our best to meet the needs of the community.

Disaster Relief Center Location:

Indicate location of Center or Centers here. Be sure to provide specific directions if the center is located in a large facility (school, etc)

(insert map here)

At the Disaster Relief Center you can...(include only those options that apply)

- Get general information about communications outages
- Place repair orders
- Inquire about temporary services such as voice mail and call forwarding
- Obtain a loaner wireless phone (supplies limited)
- E-mail a friend or family
- Make a free local telephone call
- Inquire about waiver of charges
- Get information about previously schedules repair and installation appointments

Please help the Qwest Disaster Relief Center assist your community by directing service or repair requests not related to the (insert...flood, fire) to (insert info regarding normal process for this area.)



We can help with your telecommunications needs

Qwest is anxious to work with customers impacted by this summer's wild fires to help them reestablish their phone connections and keep in touch with families and friends.

A call to:

1-877-388-6170

will get you in touch with someone who understands the fire situation and who can help you manage your communications needs.

There are several options available, all of which are offered at no charge to those affected by the fire.

Call forwarding: We can forward calls to your phone number to your temporary location or to your wireless phone.

Voice Messaging: We can set up a voice messaging mailbox on your line so that people can leave messages and keep in touch with you.

Transfer of service: If you cannot return to your home soon, we can transfer your service to another location while your home is repaired. We'll then reconnect you when you're ready.

Repair: If your line isn't working, please call our repair bureau at 1-800-573-1311.

Whatever your communications needs, please let us help.

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