ORIGINAL

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June 16, 2006

RECEIVED-FPSC
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COMMISSION
CLERK

Ms. Beth Salak, Director
Division of Competitive Markets
And Enforcement
Florida Public Service Commission
2546 Shumard Oak Blvd.
Tallahassee, Florida 32301

Dear Ms. Salak: undocketed

In response to your June 6, 2006 request Verizon welcomes this opportunity to provide information to the PSC regarding company preparation for the 2006 hurricane season. A number of documents are attached explaining Verizon's procedures.

Responses to the specific questions in your June 6, 2006 request are provided in Attachment A. Verizon's 2006 Southeast Market Area Emergency Preparedness Plan is included as Attachment B. It explains our emergency restoration procedures in substantial detail, including measures taken before the weather-related emergency actually occurs. Verizon considers certain information provided in Attachment B to be proprietary and is claiming confidential treatment pursuant to Section 364.183(1), Florida Statutes and Rule 25-22.006(5), Florida Administrative Code, as it contains proprietary information regarding Verizon's internal procedures that could be used by competitors to gain an unfair competitive advantage. Verizon understands this information will be protected from public disclosure until returned to the Company.

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Other attachments include a message regarding hurricane preparedness included in an April newsletter to customers and in their May bills, a sample of a newspaper ad Verizon places after hurricanes, and specific emergency restoration policies pertaining to Verizon's Public/External Affairs staff.

Verizon has an extensive plan in place that is designed to protect the network through pre-storm prevention and maintenance, communicate to employees and customers prior to an expected storm event, and restoration. Verizon Florida has been dedicated to emergency preparedness for many years and is constantly seeking ways to improve. Following Hurricane Andrew, in 1992, a team of Verizon personnel visited Miami's Emergency Operations Center (EOC) in order to learn from the experience and lessons learned. As a result, various improvements were made to Verizon's emergency procedures. For example, the company's EOC was relocated further inland. Also, Verizon purchased several 2000 gallon, self contained portable fuel tanks. These tanks will be staged prior to a storm making landfall to ensure that Verizon is able to fuel its fleet and provide fuel to back-up generators in order to restore service more quickly in the event that fuel is unavailable commercially.

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Debris clearing processes have also been of major concern to Verizon. In the past, outside plant facilities were actually damaged by crews clearing the roads and removing the debris. This significantly increased the time and expense necessary in order to restore services. In an effort to minimize outside plant damage, Verizon works with all seven county EOCs and joins in with road clearing and first response teams. More than 50 Verizon employees will be located along with the county teams in predetermined safe locations prior to a storm making landfall. Also, Verizon assigns two engineers to each EOC prior to each storm; they serve as liaisons between the company and the counties and remain there until the county releases them. The Verizon Southeast region participates in each of the counties annual hurricane exercises and is a member of the county's emergency team. Verizon's Southeast Region EOC conducts an annual exercise in preparation for hurricane season, usually the same exercise used by the state and counties. This year's storm for the exercise was a Category 4 hurricane ("Zoey").

Verizon believes its emergency preparations are as thorough as possible. Although the restoration of communications services is of the utmost importance, the safety of our customers and employees is our highest priority.

If you have any questions regarding Verizon's plans, please contact me at (850) 224-3963.

Sincerely,

David M. Christian

2006
Southeast Region
DCC
Emergency Preparedness Plan

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4

Table of Contents

1 General----------5
- a. Purpose
- b. Structure
- c. Responsibility

2 Overview---------- 9
- a. Plan Distribution
- b. Definitions
- c. References

3 Division DCC Information----------14

Division Emergency Preparedness Contact Names

4 Emergency Governance.....15
Division Emergency Governance... 15
Command Methodology.....16
Internal Declaration of Emergency.....16
Division Control Centers.....17
Three Phases of Operation.....19
Division Big Rules.....21
Region Big Rules 22
Verizon Interface with Local Government.....23
Departmental Responsibilities.....26
DCC.....26
Network Operations.....28
Engineering and Planning.....31
OSP Construction.....33
Divisions Operations.....36
Administrative Services 40
Real Estate Operations.....41
Fleet Operations.....41
Business Response.....42
Region Operations Support... 42
Human Resources.....42
Labor Relations.....42
Logistics Operations.....43
Public Communications.....44
Public Affairs.....47
Overview Departmental Responsibilities.....48

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Table of Contents Cont.

5 Emergency Food and Housing ----------49

6 Restoring Telephone Service Priority System----------56
Service Restoration Priority.
Telecommunication Service Priorities (TSP)
Parity
Escalation Procedures
Dispatch Priority Matrix

7 Standard Operating Procedure during an Emergency Event----------58

Safety, Health and Environmental
Security
Employee Communication Organization Contacts

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Table of Contents Cont.

8 Communications----------61

RCC
Voice Communications
Data Communications

Appendix

A: DCC Contact Location and Leadership Information 63

B: RCC Staffing Contact Information 64

C: SBU Contact Information Primary and Alternate 69

D: Employee Communications 71

E: Reports 72

F: Southeast Region Quick Contact List 73

G: Executive Notification List 76

H: Telecommunication Service Priority List 77

I: Emergency Dispatching Procedure 78

J: Food and Bedding 79

K: Control Center Numbers 80

L: Central Office Elevations 82

M: Portable Generators & Construction Vehicle Locations 88

N: Work Center Locations 91

O: Region Emergency Teams 97

P: Check List 102

Q: Real Estate Vendor List 105

R: Conference Bridge Strategy 106

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General

Purpose

This plan provides general guidelines for formatting the Division Emergency Preparedness Plans into the Southeast Region Emergency Plan.

Reason for issuing

This is a new Verizon Business Continuity Planning and Emergency Management (BCP/EM) plan that will provide an Emergency Preparedness Plan that is consistent throughout all division in the Southeast Region

Authorship

These guidelines are published and maintained by VERIZON National Operations. Questions regarding the guidelines may be directed through the Inland Director of Customer Operations, National Operations-Southeast Region, MC FLTT0008, Tampa, Florida.

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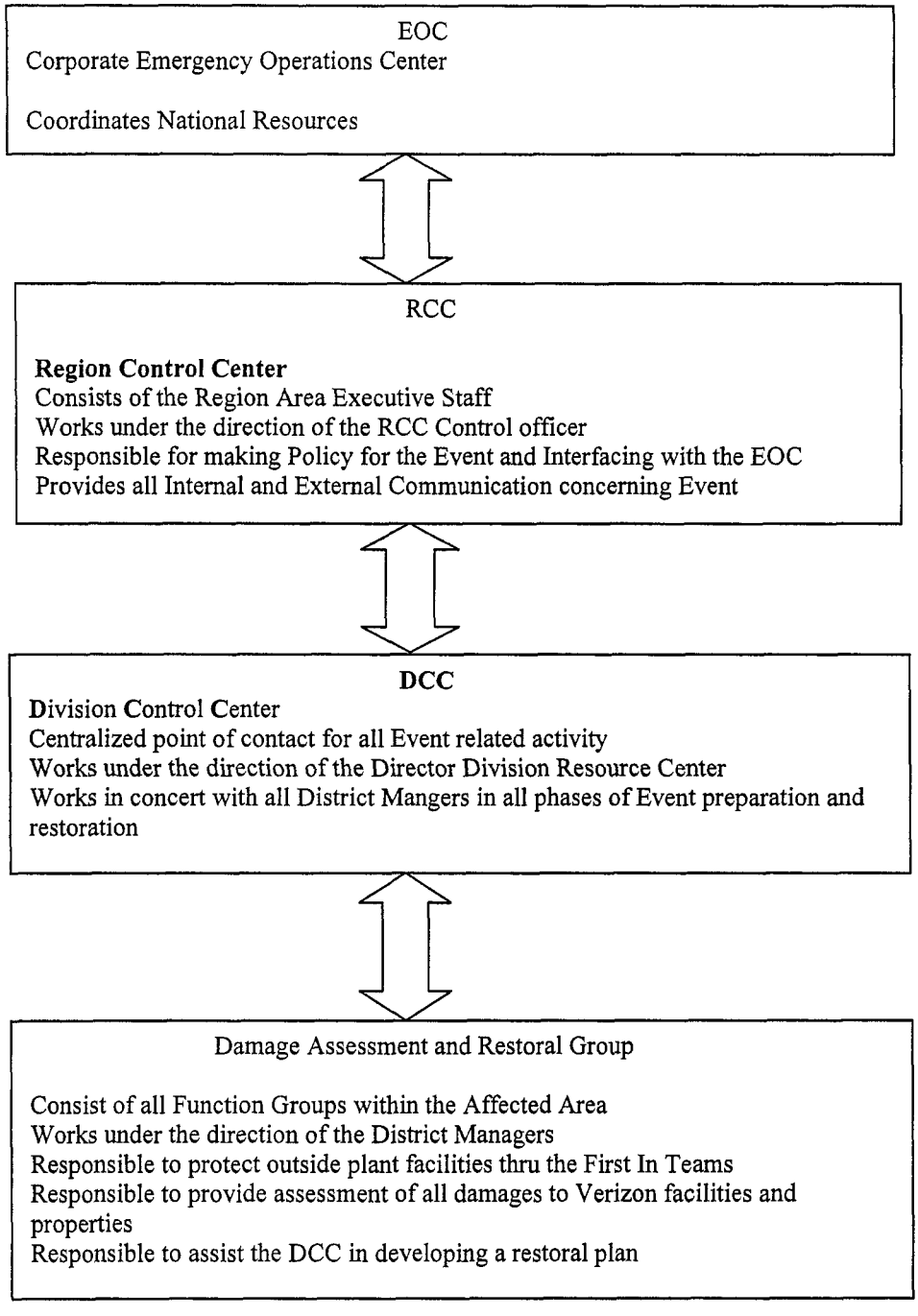
General cont

Southeast Region Emergency Plan Structure



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General cont

Emergency Restoration Plan Southeast Region

Structure

This Plan is designed to provide a centralized point of control and direction prior to and after an event.
While this provides the ability to maintain control over an Event it further allows the management team to perform at its highest levels by having a single point of contact that sees the Big picture.

RCC Region Control Center

Consists of the region's executive staff under the direction of the Emergency Control Officer.

- Functions as the region's Policy Group
- Establishes SBU conference bridge for Event updates.
- Provides interface between the affected area and all resources outside the Region.
- Controls all internal and external communications

DCC Division Control Center

- Consists of personnel from the DRM, Engineering / Planning ,BA,ROS and works with the local Area Managers
- This process allow for a centralized point where checks and balances can be applied for preparation and restoration of an Event.
- Coordinates personnel related services (time reporting, safety, lodging, etc.)
- Develops a service restoration plan under project management philosophy. This is to improve resource planning and performance.
- Complies and reports preliminary damage assessment. Also functions as the Insurance recovery Team by tracking and compiling restoration cost with assistance from BA team member.
- Tracks and provides trouble volumes and other information to the RCC as required.

DAG Damage Assessment Group

- Consist of all Function Groups within the Region as required.
- Works under the direction of the Local Area Managers (ACOM's)
- Responsible to protect outside plant facilities thru advanced preparation and the First In Teams
- Responsible to provide damage assessment of all damages to Verizon facilities and properties
- Responsible to assist the DCC in developing a restoral plan.

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General cont.

Responsibility

Emergency preparedness and restoration is a shared responsibility. All managers are responsible for ensuring preparedness procedures are reviewed with each employee and each employee has a clear understanding of his or her role and emergency assignment. Although these assignments are more defined toward the specific work center not being inhabitable, following a major disaster such as could be caused by a major hurricane, some employees may have difficulty in accessing their normally assigned work center. In those instances, the employee should report to their emergency assignment after the all clear has been given to receive instructions on the restoration efforts.

Note: All managers are responsible for ensuring emergency assignments are updated and reviewed a minimum of semi-annually and a current list is on file with the appropriate National Dispatch and Resource Center (NDRC) for inclusion in the appropriate Division's Emergency Plan.

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Overview

Introduction

Each emergency occurrence represents a wide and varied set of hazards. All employees involved in an emergency effort must evaluate the circumstances of the emergency and apply the appropriate safety plans and good judgment. It is important to restore service as soon as possible.

When survey teams are needed to evaluate damage, obtain clearance from the local emergency management (see note below) and power company authorities before entering an affected area.

NOTE: Each of the counties within Region has an Office of Emergency Management. During a major emergency the Office of Emergency Management operates an Emergency Operations Center (EOC), staffed with representatives of police, fire, county government, public utilities, and other vital agencies.

The EOC serves as coordinating point for emergency activities within the county. Additionally, the County EOC coordinates emergency requirements with the state EOC and the federal government.

Exercising the Region Plan

In order to be a more effective tool for mitigating risk to Verizon, it is important to routinely exercise the EPP. This allows employees to become familiar with their roles during an emergency event as well as identify any weaknesses in the plan. At a minimum, it is mandatory that each Region exercise their plan annually (calendar year). The Region Control Center Coordinator is responsible for conducting the exercise, distributing results from the exercise and updating the plan. Representatives from the BCP&EM district will participate in and evaluate all exercises.

Plan Certification

The Region Sr.Vice Sr Vice President - National Operations will certify that the Region has an Emergency Preparedness Plan and that the plan has been exercised within the existing calendar year. The Region Control Center Coordinator is responsible for forwarding this certification to the EOC by November 30th of each year. Certification forms (with instructions) will be provided at a later date.

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Overview cont.

Plan Distribution

The Region Control Center Coordinator is responsible for distributing the Region Emergency Preparedness Plan of which the DCC plan is a part. The plans are considered to be "evergreen documents" that must be revised whenever there are changes to the plan (whether the change is major or minor), including changes in personnel or telephone numbers. In addition to the Area distribution, one copy of the plan should be sent to each of the Area Managers in Operations, Engineering and Planning, Construction and Network Operations.

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Overview cont.

Definitions

The following chart provides definitions for acronyms and terms used in this plan.

Acronym or Term	Definition
ALIS	Access Lines In Service
APC	Assignment Provisioning Center
APCC	Air Pressure Control Center
BAU	Business As Usual
BCP&EM	Business Continuity Planning & Management
BCP	Business Continuity Planning
BEPP	Business Emergency Preparedness Plan
BU	Business Unit
BUCC	Business Unit Control Center
BSOC	Business Service Order Control
CCC	Command, Control, Communications
CEV	Controlled Environment Vault
Centrex	Centralized PBX services for business customers
CIRT	Computer Intrusion Response Team
CO	Central Office
COE	Central Office Engineering
CRCC	Carrier Restoration Control Center
CSSC	Customer Sales and Solutions Center
CUE	Controlled Underground Enclosure
DEPC	Deputy Emergency Preparedness Coordinator
DRC	Dispatch & Resource Center
DCC	Division Control Center
ECC	Emergency Control Center (Verizon Logistics)
EOC	Emergency Operations Center (County)
EPC	Executive Policy Council
EPCP	Emergency Preparedness Coordinator Program
ESC	Executive Steering Committee
ESF	Emergency Support Function
fBA	former Bell Atlantic
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
fGTE	former GTE
FRP	Federal Response Plan
HazMat	Hazardous Material
HF	High Frequency

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Definitions Cont.

HR	Human Resources
HVAC	Heating, Ventilation, Air Conditioning
I&M	Installation & Maintenance
RCC	Region Control Center
MBR	Miscellaneous Billing Requisition
MDP	Maintenance Dispatch Procedure
NBOC	National Building Operations Support
NDRC	National Dispatch and Resource Center
NOC	Network Operations Center
NSEP	National Security Emergency Preparedness
OSHA	Occupational, Health, Safety Administration
OSP	Outside Plant Construction
PBX	Private Automatic Branch Exchange
PCOC	Public Communications Operations Center
POP	Point of Presence
PSAP	Public Safety Answering Point
REOED	Real Estate Operations Emergency Dispatch
RCMAC	Recent Change Mechanized Assignment Center
REPP	Region Emergency Preparedness Plan
RLU	Remote Line Unit
RSU	Remote Switching Unit
SRC	Support & Response Center
TSP	Telecommunications Service Priority
VOICe	Verizon Order Inquiry Center (previously CIC/POI)
VOIP	Voice Over Internet Protocol
VRRC	Verizon Repair Resolution Center

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Overview cont.

References

The following chart provides sources of supplementary information under the previous GTE foot print relating to these Guidelines. The documents could be required for performing certain tasks. Verizon Business Continuity is in the process of reviewing and updating existing GTE and Bell Atlantic procedures to get the best fit. Check your on-line references frequently to ensure you have the latest information available.

See...	For Information About...
Document 2001-0053-MDP	Dispatch Priority Matrix – NDRC (Verizon Issue)
Policy 00-119-100-011	Human Resources Policy on Paid and Unpaid Absences (See page 2 for inclement weather)
Plan 001-550-001	Employee Expense Reporting
Plan 003-106-000	Miscellaneous Billing Requisition (MBR) - General Instructions
Plan 007-015-011	Telecommunications Service Priority
Plan 008-010-000	Technical Escalation Procedures for All Elements Within the Network
Plan 008-010-001	Emergency Restoration Plan Exercise Program
Plan 008-010-002	National Coordinating Center for Telecommunication
Plan 008-010-003	Telecommunications Support In Sr VicePresidentially Declared Disasters and Emergencies
Plan 008-010-004	Emergency OC48 Equipment Restoration Plan
Plan 008-010-005	Emergency Restoration Plan (System Plan)
Plan 008-116-001	Work Stoppage Guidelines
Plan 008-205-001	Emergency Central Office Power Down/Power Up Procedures
Plan 008-220-001	Emergency Response Procedures -Central Office
Plan 012-100-012	Disaster Recovery Procedures FMS/FAC
Plan 117-100-005	Emergency Planning Requirements for Employee Safety
Plan 117-500-001	OSHA Record keeping
Plan 117-500-002	Worker's Compensation Claims
Plan 117-500-003	Accidents Involving Company Vehicles
Plan 117-500-004	General Liability
Plan 117-500-005	Damage to Company Property
Plan 117-500-006	Accident Investigations
Plan 220-100-065	Telecommunications Service Priority – Guidelines for Central Office and the Network Operations Center

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Division Control Center

Emergency Preparedness Contact Names

Planner Title	Planner Name	Phone Number	Pager/Cell Number
Division DCC Coordinator			
Division DCC Coordinator			
Region Center Representative			
Region Coordination Officer			
Region Center Representative			
Region Radio Operator			

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Division Emergency Governance

The Region Sr Vice President National Operations is in charge of the Region Control Center and has governance authority over the entire Region when an event occurs that impacts more than one business unit in the area. An event may be catastrophic in nature, requiring all business units in the area to respond, or may more commonly be an event such as inclement weather that requires a consistent response across business units in the area as to whether employees should be released early. The Region Sr Vice President National Operations has the lead in all such events. If an event occurs that impacts only one business unit, the individual business unit manages the response, unless additional assistance is required.

Center Activation

Activation of various control centers will be based on the emergency event level declared. The following table outlines activation guidelines for these centers.

	Alert	Phase1	Phase 2	Phase3
CENTER	BUSINESS AS USUAL	Preparation	Waiting our event	Restoral
RCC	Not Activated	Partial or Virtual	Full	Full
DCC	Not Activated	Partial or Virtual	Full	Full

The Director Customer Operations - Southeast is responsible for implementing the plan and controlling the emergency restoration effort. The Director will:

- Evaluates the circumstances.
- Activates the DCC.
- Declares an emergency condition in effect.*
- Places the Division/ District in a Phase I, II, III mode of operation.*
- Notifies other SBU of the Division Operation's actions.

* Area Sr Vice President approval required

NOTE: If the Director – Southeast, or the Division Control Coordinator is unavailable a designated representative in National Operations will assume the responsibility for emergency restoration coordination.

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Command Methodology

The Command structure is as follows:

The Division Control Centers (DCC) are set up to report up to the RCC and are in most cases remote from the RCC . The DCC has reporting into it the Verizon Representatives at each of the County Government EOCC, as well as the Damage Assessment Teams and the Debris removal teams.
The RCC receives input from the DCC on all event related information. The RCC also communicates with the other Business Units Control Center as required as well as the Verizon Representatives at the County EOCC for major event information such as bridges and road closures etc.

The DCC is supported with the key personnel in the Region/Division for direct communications on any and all event related restoration issues i.e. Switching, Engineering and Planning, Real Estate, Supply etc.
Each of the respective Key leaders is on conferences bridges (as required) for their areas and where necessary will be located in the DCC and can communicate with their counterparts face to face to resolve any event issues.

Critical members of the DCC are as follows:

Network Operations
Engineering and Planning
Labor Relation
Human Resources
Safety
Public Affairs
Real Estate Operations
Fleet Operations
Logistics Operations
Public Communications
VRRC
*Many of these members may be virtual.

Verizon Internal Declaration of Emergency

Director of Labor Relation contacts the local Union and advises that the Region/ Division is going into an Emergency condition.

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Emergency Restoration Coordination

Southeast Region Division Control Centers

The Region Sr Vice President coordinates the emergency organization with the support of the control centers. The control centers are:

- RCC
- DCC
- REOED
- ECC
- PCOC

(see appendix K for Control Center numbers)

RCC (Region Control Center)

- Is operated by the Director -Customer Operations-Inland
- Is responsible for the overall coordination of emergency operations. see (appendix K)

DCC (Division Control Center

- Established in each division by the Director - Customer Operations. Responsible for coordinating emergency activities within the division's boundaries. (Appendix K)

REOED (Real Estate Operations Emergency Dispatch)

The REOED (Real Estate Operations Emergency Dispatch) is responsible for building services. . (Appendix K)

ECC (Logistics Operations Emergency Control Center)

- Operated by the Area Manager – Verizon Logistics Operations
- Responsible for supporting the Regions supply requirements. (Appendix k)

PCOC (Public Communication Operations Center)

The PCOC, located in Bloomington, IL, assists with coordination of emergency Activities involving public communications (pay stations) (appendix k)

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Emergency Restoration Coordination

DCC

If the Director of Customer operation, the Division Emergency Restoration Control Officer, or other designated representative is unavailable, the Alternate Control Officer, National Operations will assume responsibility for emergency restoration coordination.

The Director – Customer Operations is responsible for:

- Operating the DCC.
- Administering the procedures described in these guidelines.
- Reviewing and updating these guidelines on an annual basis.

- Serves as the overall coordination point for emergency restoration throughout the respective Division.
- Gathers and distributes information to the RCC.
- Issues periodic reports to and coordinates support requirements with the RCC.
- Ensure all emergency personnel are in their respective assignments i.e. local governments control centers, Debris /First In team are at there pre designated location, etc.
- Ensure Area Managers have contacted their assessments teams and set up the appropriate process for their grid assignments.
- Ensure Districts are moving Vehicles as appropriate
- Ensure CO's and remote generators are fueled and are aware of all the remote generators locations and that ALL appropriate PLUGS / CONNECTORS are in good working order.
- REVIEW this plan in detail with all the Division supervisors.
- Ensure all Employees know where they will be reporting after the event and how they will be communicating after the event..
- Ensure all employees are communicated with as it related to event updates.
- Ensure employees know to listen to radio and TV for updates on when to return to work. (See Appendix D)
- ENSURE THIS PLAN IS FOLLOWED
- Follow Conference Bridge Strategy (Appendix R)
- In the event an emergency occurs in a specific area or in the overall AREA remote centers may be opened and STAFFED with headcount from AREA Employees.

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Emergency Restoration Coordination

Three phases of Operation

Emergency Event Level Designations

To provide a common understanding of an emergency event's impact on Verizon Domestic Telecom, emergency event levels/phases will be set by the Region Sr Vice President, Control Center leader or other local management designated by the Region Sr Vice President or Control Center Leader according to the following broad guidelines:

Introduction

The emergency plan consists of three phases of operation. These phases are declared by the Sr Vice President - Southeast Region or the respective Director Customer operations and provide guidelines for:

- Advanced emergency preparation –Phase 1
- Emergency operations –Phase2
- Restoration of service –Phase 3

NOTE: In the event an unforeseen emergency such as a tornado, major fire, or an explosion occurs, these guidelines will begin with Phase II or Phase III, as appropriate to the condition.

Description of Each Phase

Status	Declared When
Phase I (Alert Phase)	A hurricane watch or similar warning is issued for the operating area. Departments must: • Review emergency procedures. • Check their food and bedding requirements • Plan for emergency work assignments. **NOTE: In this phase, release critical personnel who are required to remain at work throughout the crisis, so they may secure their families and possessions, and then return to work.** **Other employees may ask to leave work to attend to personal or property concerns. Employees who live in or work in an area which has been advised to evacuate, will be released from work upon request without pay, and their time will be coded as "Other Absence, Not Paid" (X10). A notation should be made on the attendance record indicating the reason was due to evacuation.**

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Emergency Restoration Coordination

Three phases of Operation cont.

Status	Declared When
Phase II (Operational Phase)	A hurricane warning or similar warning is issued and it is apparent that the operating area will be affected. • Activate and staff the DCC/ RCC on a 24-hour basis until further notice. • Make final emergency preparations. • Release non-critical personnel from their work assignments and allow them to return to their homes.

Status	Declared When
Phase III (Restoration Phase)	The crisis has passed and it is safe to begin restoring service. Survey crews are dispatched into the affected areas that were declared safe by the local County Office of Emergency Management: • DCC dispatches Damage Assessment teams • DCC collects data from Assessment teams thru the remote control center (engineering group) • DCC Formulate restoration plans based on the survey information and proceed with restoring service.

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Emergency Restoration Coordination

Division Big Rules

This section documents the Division Big Rules issued by the Southeast Region Control Center.

	Division Big Rules
1.	The DCC must inform the Region RCC Control Officer whenever an emergency is declared.
2.	Local management must comply with governing labor contract language to inform the appropriate union local(s) whenever an emergency is declared.
3.	The DCC must inform the RCC prior to moving any management employees, associate employees, motor vehicles, equipment or material from state to state or from one Division to another.
4.	Local Management must inform the DCC and Labor Relations prior to moving associate employees between states.
5.	The DCC must consult with the RCC prior to moving fBA management or associate employees to a fGTE Region or state.
6.	The DCC must consult with the RCC prior to moving fGTE management or associate employees to a fBA Region or state.
7.	The RCC in conjunction with Labor Relations, shall determine when management employees will be authorized to perform hourly/associate work.
8.	The DCC shall determine when standard recorded announcements shall be changed to emergency event relevant recorded announcements and shall notify the RCC.
9.	Media Relations shall be solely responsible for replying to any television, radio or print reporter inquiries. All other employees shall refer all such inquiries immediately to Media Relations. Media Relations contact numbers may be found at the following site: http://pa.verizon.com/pa/WhoToCall/Feb1st_WhotoCall.asp
10.	**All corporate policies such as safety, environmental, human resources, payroll, billing, vouchers and security must be complied with during an emergency event.**
11.	**Service restoration priority during the event for maintenance and provisioning shall be as follows:** 1. Verizon communications necessary to manage the event recovery 2. Telecommunication Service Priority (TSP) service 3. Essential Government Services 4. Public Safety Services 5. Network Infrastructure 6. Priorities of Federal, State, and Local governments 7. Other Services

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Emergency Restoration Coordination

Region Big Rules,

This section documents Region specific Big Rules which are issued by the Region Control Center in order to establish standard operating procedures during an emergency event or disaster. All Region Big Rules will be shared with the 13 regions as Best Plans. It is each regions choice to adopt or not

	Region Big Rules
1	All coaches will advise employees of the Phase 1 status and review with the employees the communication plan as described in this plan
2	In phase 1 all motor vehicles (trucks, cars, etc.) that reach a half tank of fuel must be filled prior to the end of day.
3	All Managers review these Emergency procedures with their staff
4	The release of employees must be approved by the RCC
5	Ensure ALL management employees understand the Corporate policy regarding Paid and Unpaid Absences, Policy 00-119-100-011.
6	Follows up with Real Estate Operations to ensure that the street grates on Zack Street and Marion Street are closed and sandbagged., as well as the grates on Twiggs and Morgan
7	**Service restoration priority during the event for maintenance and provisioning shall be as follows:** 1. Verizon communications necessary to manage the event recovery 2. Telecommunication Service Priority (TSP) service 3. Essential Government Services 4. Public Safety Services 5. Network Infrastructure 6. Priorities of Federal, State, and Local governments 7. Other Services
8	In phase 1 all equipment deemed critical to service restoration i.e. pumps generators etc. will be tested and any failures will be delivered immediately to the nearest garage for repairs. Fleet is expected to provide a 24 hr turn around on all critical equipment.
9	Media Relations shall be solely responsible for replying to any television, radio or print reporter inquiries. All other employees shall refer all such inquiries immediately to Media Relations. Media Relations contact numbers may be found at following site: http://pa.verizon.com/pa/WhoToCall/Feb1st_WhotoCall.asp

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Verizon Interface with Local and State Agencies:

County Emergency Operations Control Centers

A Verizon employee is stationed at the Emergency Management Operations Center (EOC) each county has set up to deal with the pre-planning, response, and recovery efforts for a major disaster. The county directors for each EOC and the Verizon employee stationed at the centers are listed below and on the next page.

Name	Telephone No.	Address
xxxxx Director **Hillsborough** County Emergency Operations	xxxxx xxxxx (fax)	2711 E. Hanna Avenue Tampa
Verizon Representative xxxxx Primary*	xxxxx (office) xxxxx (home) xxxxx (wireless)	10402 N. 56th Street Temple Terrace
xxxxx Alternate *	xxxxx (office) xxxxx (home) xxxxx (wireless)	10402 N. 56th Street Temple Terrace
xxxxx Director **Polk** County Emergency Management	xxxxx xxxxx (fax)	Bartow Municipal Airport Building 250, Suite 11 Bartow
Verizon Representative xxxxx Primary*	xxxxx (work) xxxxx xxx-xxxx (home) xxxxx (wireless)	
xxxxx Alternate*	xxxxx (work) xxxxx (home) xxxxx (wireless)	

Name	Telephone	Address
xxxxx s Chief of Emergency Management Services **Manatee** County	xxxxx 1 xxxxx (fax)	1112 Manatee Ave. W. Suite 525 Bradenton
Verizon Representative xxxxx Primary*	xxxxx (work) xxxxx (home) xxxxx (wireless)	
xxxxx Alternate*	xxxxx (work) xxxxx (home) xxxxx (wireless)	

Verizon Interface with Local and State Agencies Cont.:

This information is solely for use by Verizon management employees with a need to know the subject matter. Disclosure to others is prohibited. DO NOT REPRODUCE OR CIRCULATE.

Name	Telephone	Address
XXXXXXXXX XXXXXXXXX Director **Sarasota** County Emergency Management	**XXXXXXXXX** **XXXXXXXXX** (fax)	1660 Ringling Blvd. 6th Floor Sarasota /**XXXXXXXXX**
XXXXXXXXX Primary*	**XXXXXXXXX** **XXXXXXXXX** (home) **XXXXXXXXX** (wireless)	
Verizon Representative **XXXXXXXXX** Alternate*	**XXXXXXXXX** (work) **XXXXXXXXX** (home) **XXXXXXXXX** (wireless)	
XXXXXXXXX Alternate**	**XXXXXXXXX** (work) **XXXXXXXXX** (home **XXXXXXXXX** (wireless)	
XXXXXXXXX Director **Pinellas** County Emergency Management	**XXXXXXXXX** **XXXXXXXXX** (fax)	400 South Fort Harrison Clearwater
Verizon Representative **XXXXXXXXX** Alternate* Alternate	**XXXXXXXXX** (work) **XXXXXXXXX** (home) **XXXXXXXXX** (wireless)	
XXXXXXXXX Chief of Emergency Mgmt. City of **St. Petersburg**	**XXXXXXXXX** **XXXXXXXXX** (fax)	400 MLK south St. Petersburg (near dome)
Verizon Representative **XXXXXXXXX** Primary*	**XXXXXXXXX** (work) **XXXXXXXXX** (home) **XXXXXXXXX** (wireless	
XXXXXXXXX Alternate*	**XXXXXXXXX** (work) **XXXXXXXXX** (home) **XXXXXXXXX** (wireless)	

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Verizon Interface with Local and State Agencies Cont.:

XXXXXXXXX Director **Pasco** County Office of Emergency Management	xxxxx xxxxx (fax)	8744 Government Drive New Port Richey
Verizon Representative **XXXXXXXXX** Primary*	**XXXXXXXXX** (work) **XXXXXXXXX** (home) XXXXXXXXX (wireless)	
TBD Alternate*		
XXXXXXXXX **Horry County S. C** Office of Emergency Management	**XXXXXXXXX** (faxxxxxxx)	Conway South Carolina
Verizon Representative **XXXXXXXXX** Primary*	**XXXXXXXXX** (work) **XXXXXXXXX** (home) **XXXXXXXXX** (wireless)	
XXXXXXXXX Alternate*	**XXXXXXXXX** (office) **XXXXXXXXX** (home) **XXXXXXXXX** (cell)	

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Verizon Interface Name	Verizon Interface Phone Number	Federal or State Agency	Description of Agency Services or Requirements
Debby Kampert	813-483-2531	State of Florida PUC	Notification when Emergency begins and ends

Departmental Responsibilities.

The Division DCC handles the following activities during the three phases of operation

In...	The DCC...
Phase I	Evaluates the emergency conditions and provides status reports to the Region Sr Vice President through the RCC.

- Establishes conference Bridge with Region SBU's and local ACOM's as appropriate and informs them a Phase I emergency has been declared by the Region Sr Vice President or Director of Customer Operations then, Review Emergency Preparedness Guidelines to ensure all departments are in phase I status.
- Ensure Districts has "grid" assignments completed.
- Ensure all First In , Critical and Damage Assessment Teams are notified to be on standby
- Receives status reports and coordinates any requests for assistance.

In...	The DCC...
Phase II	

- Establishes conference bridges between the DCC and the DCC Emergency Team, advises Region in Phase 2
- Set up team to enter damage assessment data (engineering group)
- Reviews Division and Region Big Rules with Emergency Team
- Ensure all First In, Critical and Damage Assessment Teams are notified to report to their assigned locations.

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- Coordinates requests for assistance with the various districts throughout the Division and provides to the RCC.
- Initiate daily trouble volume tracking report.
- **Ensure Changes to DDM and Customer Repair Commitments**
- **Ensure as many Customers are notified that their due date/commitments will not be met and reschedule appropriately.**
- **Ensure Offline is building patterns based on cables and counts - ensure using 3 tickets or less as criteria for establishing a pattern.**

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Departmental Responsibilities Cont.

The DCC...

Phase II Cont.

Ensures the following has or is in progress:

- **ACOM's communicates with their Damaged Assessment Teams , Debris Removal Teams and provided appropriate directions.**

- **Review on conference bridge with all Area Managers the DCC Emergency Plans and use a check list to ensure all items are covered.**

In... **The DCC...**

Phase III

- Notifies all affected departments that a Phase Ill condition has been declared.
- Receives status reports from the various ACOM's throughout the Divisions
- Ensure Damaged Assessment teams are deployed as appropriate..
- Provides status reports to: the Region Sr Vice President through the RCC
- Set up all data entry teams to enter assessment forms
- Coordinates staffing and equipment requirements through the RCC.
- **Ensure Offline is building patterns based on cables and counts - ensure using 3 tickets or less as criteria for establishing a pattern**

NOTE: **The RCC coordinates the release of information with Public Affairs.**

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Departmental Responsibilities

Network Operations

Network Operations works in conjunction with the respective DCCs in coordinating emergency activities within the boundaries of the division.

The Director - Network Operations:

- Ensures ALL management employees understand the Corporate policy regarding Paid and Unpaid Absences, Policy 00-119-100-011.

- Maintains a predetermined emergency assignment list , which includes an on site representative to the DCC, and provides a copy of the list to the respective Division Resource Manager annually (at a minimum) for inclusion in the Division Emergency Operations Plans.

- Maintains a predetermined emergency assignment list (to include alternate Work site locations for all employees and all functions) and provides a copy of the list annually (at a minimum) to the respective Director - Customer Operations for inclusion in the appropriate Division's Emergency Operations Plan.

  NOTE: In certain situations, a predetermined alternate work site is cost prohibitive. In those situations, when the need arises for an alternate site, the situation is referred to the Region Control Officer for review and assistance.

- Provides survey results compiled by the damage assessment teams to the division DCC

- Coordinates the emergency activities involving:

  - CRCC
  - CO/Switching Network, Support.
  - Network Field Support

- Reports to the RCC and a representative will go to DCC to coordinate Verizon status reports for the Restoration Control Officer .

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Departmental Responsibilities Cont.

Network Operations continued...

The following chart outlines the responsibilities of the Director-Network Operations during the three phases of operation.

In... **The Director- Network Operations...**

Phase I

- Reviews:
  The Emergency Preparedness/Restoration Guidelines
  and updates emergency assignments.
  - Vehicle and other work equipment requirements.
  - Fuel vehicle/equipment requirements.
  - CO power-down procedures in conjunction with

NOC/On-Line support.

- Confirms with the NOC Manager that all switches are being monitored and prepares to accept dynamic service control.

- Releases critical personnel from their work assignments to secure their families and possessions before returning to work.(after RCC notification)

- Procedures for installing CO floodgate barriers in low-elevation offices.

  NOTE: To prevent the possibility of flooding, several COs are equipped with bolt-on floodgate barriers. These barriers are stored in the effected offices and can be installed and removed quickly by the personnel assigned to the office. See Appendix L for CO elevations .

  - Makes preparation to sandbag or protect buildings and COs.

  - Tests the operation of all CO emergency generators.

  - Checks CO fuel tank levels. Fills tank if less than 3/4 full.

    Note: Do NOT order beyond 90% tank capacity.

  - Checks low-elevation COs for sufficient toilet and drain plugs. (see appendix L)

  - Assists with delivering emergency generators where required. (see appendix M)

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Departmental Responsibilities Cont.

Network Operations continued...

The Director- Network Operations

In

Phase II

- Coordinates with the NOC to implement dynamic service control or other emergency procedures needed remotely.
- Reports to the RCC during Phase II to coordinate provisioning activities associated with the emergency.
- Makes final preparations in the COs.
- Sandbags the critical COs as required.
- Installs CO floodgate barriers in the equipped offices.
- Moves company vehicles to flood free sites (Using higher elevations from appendix L).
- Sends non-critical personnel home.
- Opens emergency food and bedding lockers in the Westside complex and COs and provides food and bedding for critical personnel.
- Provides periodic status reports to the DCC.

Phase III

Assist in :

- Restoration of any damage to the switching network.
- Providing initial service status of the switching network to the DCC.
- Formulates restoration plans based on the damage.
- Providing periodic status reports to the DCC.

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Departmental Responsibilities Cont.

Engineering and Planning

Engineering and Planning works in conjunction with the respective DCCs to coordinate emergency activities within the division's boundaries

The Director-Engineering and Planning:

- Maintains a predetermined emergency assignment list and provides a copy of the list to the respective Director - Customer Operations annually (at a minimum) for inclusion in the Division Emergency Operations Plan.

- Maintains a predetermined emergency assignment list to include alternate work site location for all employees and all functions Provides a copy of the list annually (at a minimum) to the respective Director - Customer Operations for inclusion in the appropriate Division's Emergency Operations Plan.

  NOTE: In certain situations, a predetermined alternate work site is cost prohibitive. In those situations, when the need arises for an alternate site, the situation is referred to the Region Emergency Control Officer for review and assistance.

- Provides National Operations Southeast with a list of available employees to serve as Verizon liaisons in each of the county EOCs during an emergency. Provides a list of employees to participate on the Hillsborough County Debris Clearance team and Division Damage Assessment Teams. Provides a copy of the list annually (at a minimum) to the respective Director - Customer Operations for inclusion in the appropriate Division's Emergency Operations Plan.

- Assist and Coordinates emergency activities involving provisioning of outside facilities.

- Reports to the RCC and sends a representative to the DCC during Phase II to coordinate provisioning activities associated with the emergency.

- Provides reports (with assistance from Operations) to the Business Continuity Manager, Verizon West, Irving, TX on the magnitude of the activities completed and those still required to restore service.

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Departmental Responsibilities Cont.

Engineering and Planning continued...

The following outlines the responsibilities of the Director –Engineering and Planning during the three phases of operation.

In... **The Director-Engineering and Planning..**

Phase I

- Reviews:
  - The Emergency Preparedness/Restoration Guidelines and updates emergency assignments.
  - Vehicle and other work equipment requirements.
- **Review Divisions and Region Big Rules**
- Assists the division in preparation for the emergency, i.e. set up data entry teams, sandbagging contractors etc.
- Reports to the RCC and sends a representative to the DCC during Phase II to coordinate provisioning activities associated with the emergency
- Releases critical personnel from their work assignments to secure their families and possessions before returning to work.
- Ensure representatives to the County EOC teams review their procedures and are available to report to their assigned service area

Phase II

- Moves company vehicles to flood free sites (Reference appendix L using the higher elevations).
- Sends non-critical personnel home.
- Provides periodic status reports to the DCC.

Phase III

- Assists the divisions with damage assessment and data entry.
- Assists the division in formulating the Emergency Restoration Plan based on the damage.
- Provides periodic status reports to the DCC.

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Departmental Responsibilities Cont.

OSP Construction

OSP Construction works in conjunction with the respective DCCs to coordinate emergency activities within the division's boundaries

The Director-OSP Construction:

- Maintains a predetermined emergency assignment list and provides a copy of the list to the respective Director - Customer Operations annually (at a minimum) for inclusion in the Division Emergency Operations Plan.

- Maintains a predetermined emergency assignment list (to include alternate work site location for all employees and all functions and provides a copy of the list annually (at a minimum) to the respective Director - Customer Operations for inclusion in the appropriate Division's Emergency Operations Plan.

- Provides National Operations Southeast with a list of available employees to serve on Division Damage Assessment Teams. Provides a copy of the list annually (at a minimum) to the respective Director - Customer Operations for inclusion in the appropriate Division's Emergency Operations Plan.

NOTE: In certain situations, a predetermined alternate work site is cost prohibitive. In those situations, when the need arises for an alternate site, the situation is referred to the Region Emergency Control Officer for review and assistance.

- **Maintains a predetermined emergency location where vehicles should be relocated due to evacuation. A plan on how these vehicles will be relocated also needs to be included.** This information must be provided annually to the respective Director - Customer Operations for inclusion in the appropriate Division's Emergency Operations Plan. (see L)

- Assists damage survey teams as required within a division.

- Coordinates emergency activities involving:

  - air pressure

  - construction

- Notifies the nitrogen vendor of emergency requirements.

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Director– OSP Construction continued...

The following outlines the responsibilities of the Director – OSP Construction during the three phases of operation.

In...	The Director-OSP Construction...
Phase I	Reviews: • The Emergency Preparedness/Restoration Guidelines and updates emergency assignments. • Vehicle and other work equipment requirements. (see appendix L) • Emergency procedures for maintaining cable air pressure. • **Region Big Rules** • Notifies nitrogen supplier/ vendor to be on standby, as appropriate. • Assists the division in preparation for the emergency, as required. • Releases critical personnel from their work assignments to secure their families and possessions before returning to work.
Phase II	• Moves company vehicles to flood free sites (Reference Appendix L using the higher elevations). • Notifies nitrogen vendor to implement emergency pressure procedures, as appropriate. • Sends non-critical personnel home. • Periodic status reports to the DCC. • Reports to the RCC during Phase II to coordinate any Construction issues associated with the emergency.

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Departmental Responsibilities Cont.

Director– OSP Construction continued…

In

Phase III

- Assists the divisions with damage assessment, as required.
- Assists the division in formulating the Emergency Restoration Plan based on the damage.
- Provides periodic status reports to the DCC.

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Departmental Responsibilities Cont.

Customer Operations:

The Director of Customer Operations

- Coordinates the emergency restoration within the division's Boundaries.
- Maintains a predetermined emergency assignment list (to include alternate work site location for all employees and all functions and provides a copy of the list annually (at a minimum) to the respective National Dispatch and Resource Center for inclusion in the Division's Emergency Operations Plan.
- Develops a Division Emergency Operations Plan. The plan will be updated annually.
- Manage the DCC.

NOTE: In certain situations, a predetermined alternate work site is cost prohibitive. In those situations, when the need arises for an alternate site, the situation is referred to the Region Emergency Control Officer for review and assistance.

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Departmental Responsibilities Cont.

Customer Operations

The division Emergency Operations Plan includes:

- Predetermined emergency assignments and alternate reporting locations.
  I.e. damaged assessment teams, Debris Teams.
- Current lists of:
  - TSP customers in the division.
  - Priority customers.
  - Predetermined flood-free VERIZON sites where VERIZON vehicles can be parked (see L and use locations with higher elevations).
  - Air pressure machine priority locations by area.
  - Air tank priority locations by area.
  - VERIZON buildings and facilities (DMS, RSU, etc.) that are flood prone and require sandbagging by area. (see appendix L)
  - Portable generators and locations within the division (appendix M).

- Damage assessment teams in conjunction with Network Operations/OSP, and Engineering. (Appendix O).

- Identifying and ENSURE the representatives (Verizon liaisons) assigned to report to the respective county's Director of Emergency Management arrived. (see VZ interface with local and state agency page 23)

- Minimum of 25 sets of current data on ALL work centers for incoming personnel:
  - Work Center locations and map with directions to work center
  - City/County area maps
  - Frequently called telephone numbers (assignment, central offices, test number, etc.)
  - X-connect lists

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Departmental Responsibilities

The Director – Customer Operations

The following outlines the activities of the Director – Customer Operations during the three phases of operation.

In... **The Director – Customer Operations...**

Phase I

- Reviews:

- The Division Emergency Operations Plan and updates to emergency assignments.
- Emergency food and bedding requirements
- Vehicle and other work equipment requirements.
- Fuel vehicle/equipment requirements.

- Prepares to activate the DCC.
- Facilities that have been identified as areas that are vulnerable to damage i.e. flooding etc.
- Makes preparation to sandbag or protect buildings.
- Releases critical employees to secure their families and possessions before returning to work.
- Prepare to stage generators as required
- **Ensure Districts has "grid" assignments completed**
- Ensure all First In , Critical and Damage Assessment Teams are notified to be on standby

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In... **The Director – Customer Operations**

Phase II

- Activates the DCC and operates the center 24 hours a day until further notice.
- Ensures critical work centers/facilities have been sandbagged as required.
- **Ensure ALL employees have their ID badges so they can return to work after event.**
- Makes final preparations in the work centers i.e. secure items that may be blown in high winds that would damage vehicles and personnel.
- Moves company vehicles to flood free sites (Using higher elevations from (Appendix L).
- Sends non-critical personnel home.
- Opens emergency food and bedding lockers in the work centers and provides food and bedding for critical personnel.(Appendix J)
- Provides periodic status reports for Network Operations and the division to the RCC.
- **Ensure all First In , Critical and Damage Assessment Teams are notified to report to their respective locations. (Appendix O)**
- **Ensure Districts has "grid" assignments completed**

Phase III

- Dispatch Damage Assessment Teams (based on safety consideration)
- Assesses the damage to the facilities in the division based on the damage assess teams findings.
- Formulates restoration plans based on the damage assessment team findings.
- Review the Emergency Dispatch procedure. (apex I)
- Ensure the Engineering Control Center is set up and ready for damage assessment forms for data entry.
- Coordinates the division's supplies/materials requirements with Verizon's Logistics Operations.
- Provides periodic status reports for Network Operations and the Division to the RCC.
- Manage the deployment, fueling, and guarding of generators.

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Departmental Responsibilities

Administrative (Food) Services

The following outlines the responsibilities of Administrative Services (specifically Food Services) during the three phases of operation

In... **The Manager-Administrative (Food) Services**

Phase I

- Reviews:

- Administrative Services specific emergency plans and Administrative Services' emergency assignments and updates Verizon Administrative Services employee emergency assignments as necessary.

- Emergency staffing requirements with Canteen vendors.

- Notifies contracted food service providers (Canteen vendors) of potential service level increases with both manual and vending services.

- Releases critical employees to secure their families and possessions before returning to work.

Phase II

- Advise food Vendor to be on standby
- Sends non-critical personnel home.

Phase III

- **Coordinate with the DCC specific location where food can be provided to the employees.** This will be with both inside and outside employee activities. The requirements for food will be based on the severity of the event. Example may be; food tent set up at central office/workcenter location or centers where no cafeteria is located today and no public food facilities are available.

- Assists with on-going evaluations of requirements.

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Departmental Responsibilities, continued...

Real Estate Operations

Real Estate Operations is responsible for:

- Reports to the RCC and supports the DCC as necessary during Phase II to coordinate Real Estate requirements associated with the emergency.
- Protecting building windows, doors, signs, etc. from wind damage where possible.
- Arranging for contractors to remove or secure loose items at all construction sites.
- Arranging for fuel if storage tanks are less than 3/4 full.

  NOTE: Do NOT order beyond 90% tank capacity.

- Removing filled sandbags from sandbagged locations in the aftermath of a storm.

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- Supports Verizon's building maintenance requirements during an emergency. (See K for location/telephone number.)
- Is operated 24 hours a day.
- Maintains satellite locations within the divisions as required.

Fleet Operations

Fleet Operations is responsible for:

- Implementing the Emergency Deployment Fueling Plan under the direction of the RCC/ DCC
- Supporting Verizon's vehicle requirements as coordinated through the RCC/DCC.
- Maintaining communications with the RCC/DCC during an emergency as part of the Region's emergency organization.

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Business Response

Business Response is responsible for :

- Ensuring ALL employees understand the Region Big Rules.
- Ensuring that a designated TSP Coordinator is available for support.
- Providing status reports to the RCC/DCC when required.
- Resolving Region business services issues.

Region Operations Support

Operations Support is responsible for ensuring that a representative reports to the RCC/DCC when Phase II of the plan is declared to assist with restoration activities.

Human Resources

Human Resources arranges for a conference call with cross business units to ensure Florida's emergency intentions are known. The Director of Human Resources is a key member of the Region RCC/DCC team during Phase II, to provide leadership in administering Human Resources policies and issues arising as a result of the Emergency.

Labor Relations

Labor Relations is responsible for early communication to the Union regarding the emergency to ensure increased application and consistency in the release of personnel and any other employee related issues. Labor Relation Director is a key member of the RCC team during Phase II, and provides leadership in administering labor policies and resolving labor issues arising as a result of the Emergency.
Note: should the RCC not be required to open all SBU's will support each DCC either on site or remotely as required

Wireless

The wireless group will be either virtually or remotely located in the RCC and will assist in restoring cell service. The use of cell service is critical for communications within the Region to improve the damage restoral efforts.

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Logistics Operations

The Logistics Operations Manager is responsible for supporting the supply requirements.

- Coordinates emergency requirements for supplies and office services.
- Maintains a supply of sandbags and delivers them as requested by the division.
- Provides a representative to the DCC (when requested) to assist in coordinating emergency requirements.
- Obtains emergency food and bedding supplies for the divisions (refer to emergency food and bedding)
- Maintains the Southeast Verizon Logistics Operating Area Plan NBR-003, Emergency Restoration Plan. The plan includes:

  - Predetermined emergency assignments based on personnel availability and the affected area.

  - Access lists for the ECC, supply points, and critical materials.

ECC

The ECC is located at the Supply Services Center (see K). The Logistics Operations Manager will operate the ECC with the assistance of department personnel. The ECC:

- Coordinates emergency supply requirements with the RCC and the DCCs.
- Provides periodic status reports to the RCC.

The following chart describes Florida Verizon Logistics Operations activities during the three phases of operation.

In...	Logistics Operations...
Phase I	• Reviews emergency plans and updates emergency assignments. • Makes preparations to activate the: - ECC. - Supply points. • Provides sandbags where requested.

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Departmental Responsibilities

Logistics Operations Cont.

Phase II

- Activates the following facilities in the affected area to support emergency operations:
  - ECC.
  - Supply points.
  -Assigns a representative (when requested) to the affected area's DCC to assist the Director - Customer Operations.

Phase III

- Coordinates material requirements with the RCC and DCCs.
- Coordinates equipment and equipment repair requirements.
- Coordinates the sending and receiving of generators

Public Communications

The Area Manager - PC Sales and Service is responsible for coordinating all activities involving public communications during emergency conditions.

The Area Manager - PC Sales and Service is responsible for developing an Emergency Operations Plan for the Public Communications Department and updates the plan annually.

The Public Communications Plan includes:

- Predetermined emergency assignments.
- Procedures for:

  - Notifying the PCOC (in Bloomington, IL) to activate.

  - Moving all coin trailers to a predetermined indoor location that protects them during an emergency condition.

  - Converting existing emergency shelter pay stations to coin-free status for local calls.

  - Assigning representatives to coordinate activities with the:

    - PCOC.
    - RCC.
    - Division's Control Center.

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Departmental Responsibilities, continued

Public Communications Cont.

The Area Manager - PC Sales and Service is responsible for the following activities during the three phases of operation.

In...	The Area Manager - PC Sales and Service...
Phase I	• Reviews the Public Communications Emergency Operation Plan and updates emergency assignments. • Notifies the PCOC ECC in Bloomington, IL. • Reviews: - Emergency food and bedding requirements (refer to appendix J). - Vehicle and other work equipment requirements.
Phase II	• Notifies the PCOC in Bloomington, IL, of the need to operate the center 24 hours a day until further notice. • Makes final preparations at each division work location. • Converts pay stations at emergency shelters to operator- handled-only local call status. • Collects and routines pay stations. • Installs coin blockers informing users that local calls are handled by an operator and no coins are required. • Moves all coin trailers to predetermined indoor locations. • Opens emergency food and bedding lockers in the Coin Center (refer to appendix J).

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Public Communications Cont.

Phase III

- Assesses damage to public telephone service and provides information to the appropriate Division Control Center (DCC) and the Region RCC
- Formulates restoration plans based on damage sustained.
- Coordinates restoration requirements and activities with the DCCs.
- Provides periodic status reports to the Region RCC.

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Departmental Responsibilities

4.13 Public Affairs

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Departmental Responsibilities continued

Overview Departmental Responsibilities

All Departments/ SBUs in Southeast Region

The department heads for all the Southeast Region support the emergency restoration efforts of National Operations and are responsible for emergency activities involving their specific areas; (e.g., Air Pressure Control Center, Verizon Repair Resolution Center, Support & Response Center, Customer Sales and Solutions Center, Business Response, APC, RCMAC, VOICe, Phone Marts, etc.).

ALL department heads are responsible for ensuring that the Region Emergency Plan is followed during an event.

In...	The Respective Department Heads...
Phase I	• Review any emergency plans specific to their areas of responsibility. • Ensure all employee are aware of the Region Big Rules • Review and update emergency assignments. • Release "critical" personnel from work assignments to secure their families and possessions before returning to work. • Project any food or bedding requirements not covered by the Food and Bedding section of this plans. Additional requirements should be communicated to Administrative (Food) Services
Phase II	• Send non-critical personnel home. • Send personnel to staff the RCC as required.
Phase Ill	• Resume activities as dictated by the RCC.

Note: the Region Sr Vice President or the Emergency Control Officer will make any decisions to send employee home in the Region.

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Emergency Food and Housing

Food and Housing for incoming workforce:

Incoming Employees to the Region will be housed in predetermined Hotel / Motels and meals will be provided where and if public restaurants are unavailable. If meals are provided, breakfast, lunch and dinner will be provided in predetermined locations by vendors, box lunches will be delivered to the area where multiple employees are working in the field by Verizon or vendors.

Note should a severe storm occur many hotel rooms could be occupied with local residents for an undetermined amount of time. While we do not expect to be in a position to request assistance out of our own operating area until several days after the storm, it is still expected that only a few rooms would be available.
Should rooms still not be available when out of Region help is requested and if busing employee to hotel sites outside our area is not an option we will consider using our own facilities that are appropriate.

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Emergency Food and Housing

General

This section explains the policy, procedures, and responsibilities for providing emergency food and bedding for employees engaged in emergency operations.

The...	Is Responsible for...
Region Sr Vice President - Southeast	implementing this plan.
Emergency Control Officer	Administering these instructions.

Policy

When an emergency condition exists, it is National Operations – Southeast plan to respond to the emergency with the necessary staffing to maintain service throughout the crisis and to restore damaged facilities as rapidly as possible in the aftermath. This response often requires employees to occupy company facilities for long periods of time and to eat and sleep in the facilities.

NOTE: Departments requiring food for emergency workers not covered by the Food and Bedding Lockers will be required to complete the Food Services Request/Catering Request form (business as usual) and fax to 813/204-8831.

Requirements for food services not served by a Verizon cafeteria should be referred to 813/620-2654.

Food and Bedding Plan

When an emergency strikes, the resources available in the community become very limited and difficult to obtain. It is essential to provide support for the employees responding to an emergency by using the resources available within company.

Provide employees with the use of:

- Verizon operated cafeterias, snack bars, and vending facilities.
- Air mattresses and blankets for sleeping (stored in lockers in major Verizon buildings).
- Emergency supplies stored in emergency lockers placed in work centers and COs throughout the company.

This information is solely for use by Verizon management employees with a need to know the subject matter. Disclosure to others is prohibited. DO NOT REPRODUCE OR CIRCULATE.

Emergency Food and Housing, continued...

Cafeterias. Snack Bars. and Vending Machines

When an emergency is declared by the Region Sr Vice President - Southeast, Administrative Services opens and operates company cafeterias/snack bars and provides on-site support for company's major vending facilities. These facilities are operated on a 24-hour-a-day basis for the duration of the emergency.

The following provides a list of cafeteria/snack bars that are operated during an emergency.

Building	Address
Logistics Operations*	8800 Adamo Drive, Tampa
Tampa City Center**	201 N. Franklin Street, Tampa
Tampa Eax	610 Zack Street, Tampa
Tampa Main	610 N. Morgan Street, Tampa

The following provides a list of vending facilities that will be supported during an emergency.

Building	Address
Clearwater Main	1280 E. Cleveland Street, Clearwater
Logistics Operations Main Warehouse*	8800 Adamo Drive, Tampa
Business Operations (Bldg D)*	1909 U.S. Hwy 301 N, Tampa
Lakeland Main	120 E. Lime Street, Lakeland
St. Petersburg Main	821 First Avenue North, St. Petersburg
Sarasota Main	1701 Ringling Blvd., Sarasota
Temple Terrace TSPS	10402 N. 56th Street, Temple Terrace

* **Emergency backup power is not available to operate equipment at these locations.**

** **Will be evacuated in a hurricane condition.**

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Emergency Food and Housing, continued...

Locker locations located within the local building; access can be obtained by contacting the Emergency Control Officer or the Alternate Control Officer

Food and Bedding Lockers-Work Centers-Central Offices

Food and bedding lockers are installed in work centers and COs throughout the company to:

- Supply emergency workers that might be forced to remain in an office during a hurricane or other major emergency with basic food supplies and sleeping facilities. The lockers are sized to accommodate a percentage of the normal assigned work force. The food source in the lockers is not intended as a primary food source for the entire work force.
- Provide an initial food supply for the workers returning to work in the aftermath of a major disaster. Locker use is not required during the initial emergency condition because of the evacuation of all field personnel from outlying company facilities.

  The locker's food supply is distributed to the emergency workers ONLY as an interim measure. This food is provided due to the limited availability of resources after a major disaster and the time required to establish the logistics to provide food on a continuing basis.

- Provide resources to establish temporary living facilities for emergency workers arriving from other companies. If living facilities for the incoming personnel are unavailable in the community, establish temporary living facilities in company buildings until commercial facilities are obtained.

The lockers:

Are heavy-gauge galvanized metal boxes fabricated specifically for the Florida Operation.
Have special alignment tabs installed to allow stacking if the lockers have to be shipped to other locations.
Have handles on both ends to allow ease of carrying.
Are available in two sizes:
- Small 24" x 24" x 24"
- Large 40" x 30" x 24".

Are stenciled on the outside with:

- Large letters stating, "*Florida Operation Emergency Food and Bedding Lockers.*" The capacity of the lockers (number of employees the locker is intended to support). The address assigned.

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Emergency Food and Housing, continued...

Food and Bedding Lockers-Work Centers- Central Offices, continued...

The amount of supplies stored at a given location depends on the number of personnel normally assigned to a location. The supply lockers range in size and are intended to serve from 1-16 persons.

Food supplies in the lockers are intended to support the stated number of employees for three days, providing three meals a day.

The following supplies are stored in the emergency food and bedding lockers:

- Air mattresses.
- Blankets.
- Prepackaged meals (precooked, sealed in a special pouch).
- Eating utensils, napkins, bowls, etc.
- Single-burner, self-lighting, butane stove.
- Single-mantle, self-lighting, butane lantern (work centers only).
- Two-quart saucepan.
- Air pump.
- Folding five-gallon water container (COs only).
- Portable toilet and chemicals (COs subject to flooding only).

NOTE: Emergency lockers do not contain beverages.

Beverages are **not** provided in the lockers. Work center locations must remove water coolers from vehicles and fill them with ice and water. CO lockers contain a five-gallon folding water container. Fill the water container with water and ice (if available). In other areas that require water, such as a "control center" water can be purchased on an annual basis as part of the emergency preparedness process and billed as an expense. The five gallon bottles are normally good for a 2 year period and should be discarded and replaced when the expiration date nears. Requests for payment or reimbursement should be noted that the water is for emergency preparedness.

Emergency lockers located in work centers and COs are locked with a padlock. In an emergency situation the combinations to the lockers are distributed by the DCC to work center locations. The combination to the lockers can also be obtained by contacting RCC.

NOTE: Emergency lockers should be inventoried annually during the first quarter of each year.

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Emergency Food and Housing continued...

Department Responsibilities

Providing emergency food and bedding during an emergency condition is dependent upon the coordination efforts of several departments. This requires preplanning and monitoring as well as support during and immediately after a disaster/emergency occurs.

Each Department

Is Required to:

- Coordinates inventory of the emergency lockers.
- Coordinates, with Verizon Logistics Operations, the purchase of supplies necessary to replenish food and bedding lockers. (Supplies are purchased with monies from the affected departments' budgets.)

Real Estate Operations

- Controls access to the bedding lockers located in major buildings and assists with distributing the bedding materials.
- Performs an on-site inventory of the bedding lockers located in the major buildings throughout company.
- Packs the air mattresses and blankets in the emergency lockers in the major buildings.
- Cleans the sleeping areas in the major buildings.

Network Operations

The Director-Network Operations:

- Performs an annual on-site inventory of the food and bedding lockers located in the FOS and the Central Offices. See appendix J for locations
- Determines when the FOS and Central Office lockers are opened and provides the locker combinations to the affected personnel.
- Re-packs the supplies in an emergency locker after the locker is used in an emergency.

This information is solely for use by Verizon management employees with a need to know the subject matter. Disclosure to others is prohibited. DO NOT REPRODUCE OR CIRCULATE.

Emergency Food and Housing, continued...

Department Responsibilities continued...

Divisions

The Director – Customer/Business Operations:

- Performs an inventory of the food and bedding lockers located in the work centers (see appendix J).
- Determines when to open the division's emergency lockers and provides the locker combinations to division personnel.
- Notifies the RCC coordinator when a locker's supplies are used and inventories the locker's supplies to provide a list of the materials requiring replenishment.
- Re-packs the supplies in the emergency locker after the supplies are used in an emergency.

Logistics Operations

- Supports the food and bedding supply requirements of company during emergency operations.
- Purchases supplies necessary to restock the emergency lockers.
- Purchases additional food and bedding supplies to support emergency workers, as requested by the RCC.

Administrative Services

- Notifies food service vendor of emergency status.
- Reviews emergency staffing requirements and capabilities with food service providers.
- Assists with the coordination of food service requests.

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Restoring Telephone Service Priority System

Service Restoration Priorities

During an emergency, many activities to restore critical services will occur simultaneously. However, if there is a contention for available resources, in accordance with the Corporate Big Rules, the following priorities will be used:

Service Restoration Priorities

1. Verizon communications necessary to manage the event recovery
2. Telecommunication Service Priority (TSP) service
3. Essential Government Services
4. Public Safety Services
5. Network Infrastructure
6. Priorities of Federal, State and Local Governments
7. Other Services

Remote Terminal Priority List

A Remote Terminal Priority list should be developed that identifies and prioritizes all CEVs, CUV's, DLCs, RSUs, RLUs, etc. This list will allow local management to direct scarce resources including generators and manpower when responding to emergency events such as major power outages, ice storms, floods etc. In prioritizing remote terminals, you may want to consider the following:

1. The types of service, customers and circuits that flow through the terminal
2. Compliance with the service restoration priority list provided above and in the Corporate Big Rules
3. The number of customers served by the terminal

Telecommunications Service Priorities (TSP)

During an emergency event and even under normal business conditions, there are prioritization requirements for Telecommunications Service Priorities (TSP) orders.

Verizon is required to provision and/or restore NSEP telecommunications services according to the following priority-level-based sequence:

1. Restore internal Control Services and Orderwires.
2. Provision internal Control Services and Orderwires.
3. Restore TSP services assigned restoration priority 1.
4. Provision Emergency TSP Services assigned provisioning priority E.
5. Restore TSP Services assigned restoration priority 2, 3, 4, and 5.
6. Provision TSP Services assigned provisioning priority 1, 2, 3, 4, and 5.

Additional details regarding TSP requirements may be found in VZ Plan 002-200-100, Telecommunications Service Priority (TSP) Program. (see appendix H)

This information is solely for use by Verizon management employees with a need to know the subject matter. Disclosure to others is prohibited. DO NOT REPRODUCE OR CIRCULATE.

Service Restoration Priorities Cont.

Parity

It is Verizon's policy, as well as a statutory mandate, that there should be parity of service in all aspects and at all times between Verizon's Enterprise Services, Retail Markets, and Wholesale Operations customers. Such parity shall also be maintained during periods of emergencies, disasters and work stoppages, unless suspended by the state regulatory commission. Contact the regulatory organization to determine if any suspensions have implemented during an emergency. Additional guidance regarding parity is provided in the Domestic Telecom Plan, which can be found at http://bcp-em.verizon.com

The Region leadership is accountable to ensure that parity is maintained during emergency events. *Standard operating procedures should be developed that consider:*

- How will you know that parity is being maintained between Enterprise, Wholesale and Retail Markets customers?
- What reports will provide details?

Are meetings required to discuss parity issues

Escalation Procedures

During an emergency event, normal escalation procedures and contacts should be used to the extent possible. If circumstances dictate, the RCC Leader may issue additional guidance and/or process rules for escalations to be invoked during the response, recovery and restoration phases of the event. All business units must comply with these rules as appropriate. A business unit desiring to make changes to their organization's escalation process during an emergency event should do so through the RCC.

Dispatch Priority Matrix

Restoration to communications services will be provided in accordance with National Operations Method & Procedures Release, Dispatch Priority Matrix – NRDC, Document No. 2001-00053-MDP, Issue A, Issue Date 01/29/01.
Note: Should there be a conflict between the Dispatch Matrix and the direction given from the RCC the RCC directions will be used.

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Safety, Health and Environmental

The first priority in responding to or in preparing to respond to an emergency event is to ensure the safety of Verizon employees. Specific actions to protect the safety of Verizon employees should be developed and followed as described in the Safety Checklist provided at the end of this tab, in section 4.7.1.

The Verizon Safety Management Organization is accountable for the "Safety Management Program" VZ SAF-000-100, which points out key policies and procedures to be used by management in developing safety, health and environment plans. The Safety Management web site provides gateways to resources, and provides access to plans policies and forms which will assist employees in complying with the "Verizon Safety Management Program," requirements. This web site is located at http://hr.verizon.com/staff/3010_impsafetymngpgm.shtml.

Security

Due to the nature of our business, our role as a major telecommunications provider and the impact we could have on our nation's security, it is important to provide for the security of our plant and facilities during the normal course of business and particularly during emergency events.

In an emergency event, Corporate Security is responsible to protect Verizon facilities and employees. Typically however, the first employee on site during an emergency event is from an organization other than Corporate Security. Specific actions to be taken by employees at a disaster site, when Corporate Security has not yet arrived, are to be developed and detailed in the Security Checklist provided.2. Questions regarding security policies and plans may be directed to the Security Central Desk at 800-997-3287.
Note: DCC will contact 1-800-997-3287 for any additional security guards that may be required.

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Standard Operating Procedures during an Emergency Event cont.

Employee Notification

Supervisors are responsible for notifying employees when an emergency event occurs that impacts their normal work procedures. Supervisors are accountable for developing and maintaining call trees in order to do this. Employees are accountable to keep their emergency contact information up to date.

During a catastrophic event, when employees and/or employees' families are trying to obtain information from the company, the RCC should contact the Human Resources and Employee Communications organizations to determine if special communications arrangements are required. This may include establishing a special 800 number, or enlisting the aid of the HR Helpline staff to field calls and provide information.

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Standard Operating Procedures during an Emergency Event cont.

Working Safely During and After Severe Weather

- Electrical shock could be a significant hazard during and after severe weather. Treat all downed power, cable TV and telephone lines as energized.
- Inspect rubber insulating gloves and blankets for serviceability. Wear insulating gloves when handling equipment which is capable of conducting electricity such as power ground wires, down guys, strand, metal conduit, cable, street light fixtures, driving ground rods and during all grounding and bonding operations.
- Voltage detectors must be operational and used in all required situations such as checking power ground wires, metallic power conduit, streetlight fixtures, metal framework, pedestals, newly driven ground rods, mobile homes and metal buildings.
- Check poles for stability before placing ladders or climbing. Perform sounding test and probe the bottom of the pole for damage or rot. In addition, visually inspect for any other irregularities.
- Ladder stabilizing strap must be used when placing ladder against poles.
- Strand must be visually inspected and a weight tested performed prior to placing the ladder.
- When placing and lowering extension ladders in high wind situations use the hand-line raising method.
- Wear appropriate Personal Protective equipment (reflective vest, safety glasses, work gloves, and hardhat) to protect from falling objects, blowing debris or other hazardous conditions.
- Employees operating company vehicles during or after a storm should decrease speed as well as increase following distance. Avoid driving through water of unknown depth. Be cautious when approaching locations covered with debris.
- Use extra caution when walking on wet or ice covered surfaces.
- Verify all vehicle lights, beacons, flashers are operating to ensure visibility.

Any employee who determines the job cannot be performed safely should contact their supervisor immediately.

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Communications

Corporate ECC, Corporate EOC, BUCC and RCC

The following outlines primary and back-up internal and external methods of voice and data communications between the Corporate EOC, BUCC, RCC control centers and to external customers and government agencies.

Voice Communications – Internal

Primary method of internal voice communications will be the Public Switched Network (PSN).

Backup methods of internal voice communications will be provided using the following in descending order:

- **Wireless** service is available to many management and associate employees. Wireless service may become unreliable during a national security and emergency event due to congestion and blockage in the public switched telephone and/or wireless networks. Wireless service is also limited by its ability to provide reliable service to underground locations.

- **Satellite Telephone** service is available at selected critical locations including the Network Operations NOCs and NSACs. Satellite phone service provides station-to-station calling capability external to Verizon network elements. The Corporate EOC has a limited number of satellite phones available for deployment during an emergency event.

- **High Frequency (HF) Radio** service is available at six locations including the Corporate EOC and Dallas Network Operations NSAC. Each HF Radio equipped location has an assigned and qualified HF Radio operator. HF radio questions and requests for placement at additional locations should be directed to the Corporate EOC on 212-395-6101.

- ***Ham Radio*** (Amateur Band Radio)service is available at the seven County EOC and the RCC as well as a handheld for the DCC. The HF Radio has an assigned and qualified HF Radio operator. HF radio questions and requests for additional locations should be directed to the Director Inland Operations at 813-984-6777.

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Communications cont.

Voice Communications - External

Primary method of external voice communications will be the Public Switched Network (PSN).
Backup method of external voice communications will be Wireless service.

Data Communications - Internal

- Primary internal data communications will be via Lotus Notes and E-Web.
- Back up internal data communications will be via facsimile machine.

Data Communications - External

- Primary external data communications will be via Internet.
- Back up external data communications will be via facsimile machine.

Voice Communications

- Primary method of Inter-Region Control Center voice communications will be the Public Switched Network (PSN).
- A **conference bridge arrangement will also be used as outlined in Appendix R)** of this document.

Data Communications

- Primary method of Inter-Region Control Center data communication will be via Lotus Notes and E-Web.

:

Exercises

Each Region Control Center will exercise their Command, Control and Communications plan annually. The BCP&EM team must be notified 14 working days in advance of an annual exercise date. Annual exercise notification should be sent via Lotus Notes to the "CC Corporate EOC" mailbox.

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Appendix A: DCC Contact Information – Location and Leadership Team

DCC/RCC Location Information

DCC Location Information – Primary	
Address Inland	10402 North 56th St
City	Temple Terrace
State	Florida
Zip Code	33617
Main DCCRCC Telephone Number	727-465-7200
Lotus Notes E-mail Address ("CC" Mailbox)	
FAX	
EVN	
ACN	
VoIP	
Satellite	
Number & Duration of Shifts	2 shifts @ 12 hours each
DCC Location Information Alternate**	
Address	TBD
City	
State	
Zip Code	
Main DCC Telephone Number	
Lotus Notes Mailbox	
FAX	
Office Phone	
Office Fax	
Pager	
Home Phone	
Wireless	

DCC / Staff Information –DCC Leader	
Name Inland	xxxxx
Assignment	DCC Leader
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx
DCC Staff Information – DCC Leader / Alternate	
Name Coastal	xxxxx
Assignment	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

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Appendix B: RCC Contact Information – Staffing cont.

RCC Staff Information – RCC Control Officer	
Name	xxxxx
Assignment	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx
RCC Staff Information – RCC Alternate Control Officer	
Name	xxxxx
Assignment	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information – National Operations and Other Business Unit Representative Team

RCC Staff Information –RCC Support	
Name	xxxxx
Department	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information – RCC Support	
Name	xxxxx
Department	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

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Appendix B: RCC Contact Information – Staffing cont.

RCC Staff Information – RCC Support	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	
Other Contact Information:	
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information –	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	
Other Contact Information:	
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information –	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	
Other Contact Information:	
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information –	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

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Appendix B: RCC Contact Information – Staffing cont.

RCC Staff Information –	
Name	**Leticia Solis**
Department	Region Operations Fios
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	xxxxx
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information –	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	xxxxx
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information –	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	
Other Contact Information:	
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

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Appendix B: RCC Contact Information – Staffing cont.

RCC Staff Information –	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	xxxxx
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information –	
Name	xxxxx
Business Unit t	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	xxxxx
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information –	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	xxxxx
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information –	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	xxxxx
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

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Appendix B: RCC Contact Information – Staffing cont.

RCC Staff Information –	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	xxxxx
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	xxxxx
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	xxxxx
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

RCC Staff Information	
Name	xxxxx
Business Unit	xxxxx
RCC Cubicle Telephone Number	xxxxx
Lotus Notes E-mail Address (personal)	xxxxx
Other Contact Information:	xxxxx
Office Phone	xxxxx
Office Fax	xxxxx
Pager	xxxxx
Home Phone	xxxxx
Wireless	xxxxx

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Appendix **C: Region SBU Contact Information - Primary and Alternate Leaders**

BUCC Name &	Contact Type	Primary and Alternate Leaders Name	Office Number	Office Fax Number	Pager Number	Wireless Number	Home Number
BSC	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
VRRC	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
LBSC	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
BRPC	Manager						
	Alternate						
Wholesale Maintenance Center	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Enterprise Solutions	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Media Relations VZ Wireless	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Safety	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
VZ Wireless	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
CSSC	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Phone Marts	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
APC	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
RCMAC	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Pay Distribution	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx

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Appendix C: Region SBU Contact Information - Primary and Alternate Leaders Cont.

BUCC Name &	Contact Type	Primary and Alternate Leaders	Office Number	Office Fax	Pager Number	Wireless Number	Home Number
Network Operations	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Data Services	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Locates & drops	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Administrative SVC (food etc)	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Pub Com	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Security	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Information Security	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate						
Real Estate	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Gteds Field Services	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Fleet Operations	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Engineering / Planning	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Business Services	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Logistics Oper	Primary Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
NDC	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Voice	Alternate Leader*	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx

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Appendix D: Employee Communications

PHASE I

- **Employee Relation will createEmployee Bulletin & Coaches Notes:** Consolidate information from all business units into one employee bulletin and one Coaches Notes with subheads. Southeast employee communications manager will distribute the Coaches Notes. Dallas Public Affairs will distribute the employee bulletin to all Southeast employees.

Bulletin Content (Also, see examples in this section)

- Hurricane watch in effect.
- Company preparations for hurricane.
- Region Control Center open – what it does.
- Supervisor will send critical employees home early/will advise non-critical employees when they can leave.
- Emphasize work groups should discuss how they'll communicate after the storm.
- Listen to radio and TV for updates on when to return to work. Try not to use phones. (Network reserved for emergency calls.)
- Check county hurricane guide, news media or the front of the phone book for personal preparations you should make. Advise relatives in advance of where you'll be.
- Put messages on AWAS referring Customer Operations employees to the bulletin.
- Ensure employees have their ID badges with them so they can return to work.

Phase II

Employees should consider the following:

- What to do with pets, as shelters do not take pets.
- Ensure you have a family emergency kit available for either your stay at home or at the shelter, it should include things like bedding, enough food and water for 2-3 days , flashlights, radio and any medical item etc.
-

Phase III

- Do not return to work until you here the direction from the TV/ radio or from Verizon Management.(note this is dependent on the severity of the storm).

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Appendix E : Additional RCC Specific Report/s

See: Southeast Volumes tracking Templet

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See: Southeast projection templet

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Appendix F: **Quick** Contact List/ Coastal-Carolinas

Area Managers *Coastal*	Contact Type	Primary and Alternate Leaders Name	Office Number	Office Fax Number	Pager Number	Wireless Number	Home Number
Suncoast North	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Suncoast Central	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Suncoast South	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Western Carolinas	North Western	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Eastern	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
South/ Eastern Carolina	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Suncoast Construction	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
T&P	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Carolina N/S Construction	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Engineering	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Broad Band Services	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Real Estate	Supervisor						
Switching	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Coastal	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Carolina	Primary Leader						
FTTP Const	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx

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	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx

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Appendix F: **Quick** Contact List /Inland

Area Managers Inland	Contact Type	Primary and Alternate Leaders Name	Office Number	Office Fax Number	Pager Number	Wireless Number	Home Number
Tampa North/ South	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Lake Haven	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Tampa Construction	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Real Estate	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Real Estate Director/Admin	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
		xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Safety	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Broad Band Services	Inland Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Coastal Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Eng Support	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Engineering	Inland Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Coastal Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Switching	Primary Leader LakeHaven Primary Leader Tampa	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx

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Appendix F: **Quick** Contact List /Other

Area Managers Inland	Contact Type	Primary and Alternate Leaders Name	Office Number	Office Fax Number	Pager Number	Wireless Number	Home Number
FIOS South	Primary Leader	xxxxx	xxxxx	XXXXX	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
FIOS North	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
FIOS Suncoast	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Training	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Safety	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Inland Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Coastal Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
DRM/	Fios	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	BAU Offline	XXXXX	XXXXX	xxxxx	xxxxx	XXXXX	XXXXX
		xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Primary Leader						

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Appendix B: **Quick** Contact List cont

Department	Contact Type	Primary and Alternate Leaders Name	Office Number	Office Fax Number	Pager Number	Wireless Number	Home Number
Business Order Center	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
DSL Support New Service	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Area Manager Business operations	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Contract Administration	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Area Manager PPM	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Area Manager FTTP	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Pub Com	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Security	Physical Physical	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Information Sect	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Emer Building Cordinator	Primary Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
	Alternate Leader	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Employee Communication	Area Operations	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx	xxxxx
Employee Communication							

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Executive Notification List

Business Unit Name	Executive Name	Executive Title	Office Phone
National Operations	xxxxx	Region Sr Vice President	xxxxx
National Operations	xxxxx	Dir DRM Customer Ops	xxxxx
National Operations	xxxxx	Dir FIOS Construction	xxxxx
National Operations	xxxxx	Dir Customer Ops	xxxxx
Network Operations	xxxxx	Dir Network Ops	xxxxx
National Operations	xxxxx	Dir OSP Construction	xxxxx
National Operations	xxxxx	Dir Cust Ops FIOS	xxxxx
Engineering and Planning	xxxxx	Dir E/P	xxxxx

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Appendix H: Telecommunication Service Priority (TSP)

Questions

Telecommunications Service Priority (TSP) questions should be directed to the Corporate EOC National Security/Emergency Preparedness (NSEP) Desk at 212-395-6190 or to the BCP web site at: **http://bcp-em.verizon.com/Login/docindex.htm**

General

Circuits and services supporting National Security/Emergency Preparedness are identified in the operational support systems, e.g., LMOS, MLAC, TIRKS, WFA, UNISON, AAIS etc. by Telecommunication Service Priorities ("TSP") markings. These are commonly known as NSEP or TSP circuits. **The FCC mandates priority provisioning and maintenance treatment for TSP circuits. Only restoration of company emergency services (see priorities section) may precede TSP services. TSP priorities are identified with a two-character code (generally following the TSP FID), indicating provisioning priority and maintenance priority respectively.**

Provisioning

Provisioning priorities (1st character) are E, 1, 2, 3, 4 and 5 in descending order. During disaster situations, TSP provisioning may be required to establish emergency relief centers, disaster field offices, etc. Expediting costs associated with the expediting of "E" TSP requests should be maintained as they a generally charged back to the customer.

Maintenance

Maintenance priorities (2nd character) are 1, 2, 3, 4 and 5 in descending order. The responsible maintenance center is the coordinator for TSP maintenance activity.

Trained Personnel

It is recommended that each RCC have a trained and qualified person to handle TSP emergency requests. It is very important that after receiving a TSP request that it is escalated to the accountable department/s.

National Security Emergency Preparedness (NSEP) Communications

NSEP communications exist to ensure critical government and industry needs are met when an actual or potential emergency threatens the United States or any political subdivision. These emergencies range from localized natural or man-made disasters to national emergencies and an international crisis. NSEP includes activities in support of mobilization of resources and the protection of people and property during emergencies.

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Appendix I

Emergency Dispatching process

The damage assessments will be plotted into GRIDS by the DCC. Grids will be assigned to Supervisors by the ACOM, and as employees are assigned grids they will NOT be dispatched by Workbench/Dispatch. Employees will be assigned a Q job for the day (charging time to the Keep Cost work order).
Supervisors will provide the employees the **assessment forms** on the damage in their assigned grids based on the most damaged grids first (not construction related) Employees will go house to house street by street clearing trouble (identified or not identified during assessment)
The completed "repaired" will be entered into the Vrepair and closed by the technician.

This plan will stream line the complete dispatch and restoration process.
The sooner this process is implemented after the event the number of customers calling Verizon for service restoration will be less.
The DCC will overlay **all incoming troubles** on to the damaged assessment grids and will monitor through **an aging report** the customer troubles. Should these troubles not begin to decrease or not be cleared in a reasonable time the DRM will address the oldest troubles first.

The DCC through the Admin group will review the pending dispatchable troubles and identify potential **patterns.** These patterns will be referred to the VRRC for appropriate action to be taken . The VRRC will contact a DCC Supervisor to advise of any pattern identified and removed from the dispatchable queues. The patterns will be dispatched through the normal dispatch process.

Important NOTE: The lines cleared will be created and cleared in V repair and will be sent to workbench before ticket is closed. Should a report already exist in a dispatchable queue the report will be closed based on the line clearing information from the field.
This will allow District productivity by employees working in a given period of time.

Based on the severity of the Event the DCC working with the Area Manager has the option to establish a "remote" dispatch group geographically closer to the Event to assist in contractor dispatching.

Note: The above process is predicated on the Region sending significant additional manpower (management and hourly) to the effected area immediately after the event to assist with damage assessment . This requires close coordination on the Field Supervisors part to ensure the damage assessment are uploaded /forms inputted on a regular basis. This will allow the RCC and DCC working with the Area Managers to identify the damaged areas and develop grid assignments for restoration in a timelier manner.

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Appendix J

Emergency Food and Bedding

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Appendix K

Region Control Centers

Region Sr Vice President - Southeast
201 North Franklin Street
Tampa, Florida
Business Telephone: 813/483-1200
Fax Telephone Line: 813/204-8960

Reserved Emergency Conference Bridge **1/866/259-6272 (Designated Representative)**
Or **(xxxxxxxxx pass code)**
Access problem to dial in conference, call for assistance.
During call any problems *0 for operator assistance.

Center	Location	Telephone/Emergency Communications Numbers	
Region RCC	10402 N 56th Street Temple Terrace	813/914-4877 rotary line group 813/972-9661 FX Line University 727/523-0565 FX Line Pinellas 941/362-9401 FX Line Sarasota	
		813/988-4875 813/988-5476	FAX FAX
DCC	Inland Division 10402 N 56th Street Temple Terrace	813/984-8003 813/984-0372	Voice FAX

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Appendix K

Region Control Centers cont

Center	Location	Telephone/Emergency Communications Numbers	
Logistics Operations ECC	8800 Adamo Drive Tampa	813/626-4887 813/628-9398	Voice FAX
PCOC	3044 South 78th Street Tampa	813/664-5717	Voice
REOED	10402 N 56th Street Temple Terrace	813/914-4877 813/980-0611	Voice FAX
NBOC	National Bldg Opr Ctr	800/667-0597	Voice

RCC Responsibilities

Establishes conference bridge

- All SBU's will be contacted through email and text messaging to join an Area conference call to be updated on status of Event.
- Notify Corporate EOC of Region Status.
- Declares the various Event Phases
- Open Employee Hotline
- Open Conference call with all Operations Managers to provide update.
- Coordinate all Region request for additional manpower, equipment, etc.

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Appendix L

Select Florida Central Office Elevations

Office	Address	Elevation Above High Tide
	Coastal Division	
North Suncoast Area		
Clearwater Main	**1280 E. Cleveland Street**	**26'0"**
Countryside	State Road 588 (Sunset Point)	72'6"
Dunedin	Christopher Drive and Highland Avenue	13'0"
Indian Rocks	14220 Walsingham, Indian Rocks	41'0"
Largo	117 First Avenue SW	50'0"
Pinellas	2487 E. Bay Drive	18'9"
Safety Harbor RSU	855 Second Street	15'0"
Hudson	State Road 595 A., Hudson	5'0"
Hudson DMS-1	U.S. Highway 19, Hudson	15'0"
Moon Lake	State Roads 52 and 587	40'0"
Moon Lake DMS-1	Shady Hills Road	53'0"
New Port Richey	124 E. Missouri	20'0"
Seven Springs	St. Lawrence Drive	30'2"
Seven Springs DMS-1	State Road 54	35'0"
St. George	County Road 94, 1/8 mile north of State Road 584, 1/4 mile west of U.S. Highway 19	60'0"
Tarpon Springs	621 East Tarpon Avenue	20'0"

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Appendix L

Select Florida Central Office Elevations, continued

Office	Address	Elevation Above High Tide
	Coastal Division continued...	
Central Suncoast Area		
Bayou	7590 65th Way North, Pinellas Park	15'3"
Gandy	93rd Avenue North	8'0"
Lealman	1971 54th Avenue North	46'6"
North Gulf Beach	Oakhurst Road, 10992 75th Avenue North	21'0"
Pasadena	6170 Burlington Avenue North	21'0"
St. Petersburg Main	821 First Avenue North	40'0"
South Gulf Beach	430 76th Avenue, St. Petersburg	6'2"
Skyway	37th Street South, Fairfield Avenue	43'6"
Tierra Verde DMS-1	13th Street and Fourth Avenue	12'0"
Bradenton Area		
Anna Maria	51st Street and Gulf Boulevard Drive, Holmes Beach	6'6"
Bradenton Bay	26th Street West and 57th Avenue	21'0"
Bradenton Main	1009 Fourth Avenue North	17'0"
Bradenton Main DMS-1	Carlton Arms Complex	12'2"
Bradenton Main DMS-1	Christian Retreats	14'6"
Bradenton Main DMS-1	Missionaries Village	28'0"
Myakka	Highway 70	44'5"
Palma Sola	2508 Seventh Street West	20'0"
Palmetto	Experimental Farm Road	21'0"
Parrish	U.S. Highway 301, North Rutland Road	43'6"

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Appendix L

Select Florida Central Office Elevations, continued

Office	Address	Elevation Above High Tide
	Coastal Division continued...	
Sarasota Area		
Englewood	Indian Avenue and Homes	12'9"
Englewood DMS-1	Spinaker Boulevard	14'0"
Longboat	4040 Gulf of Mexico Drive, Sarasota	10'6"
Microwave Eq Bldg	Pine Place and Bamboo Lane, Sarasota	18'0"
North Port	East North Highway, North Port Charlotte	10'9"
Northside	1165 47th Street	19'0"
Osprey	Osprey Siding Road	15'3"
Palm Aire DMS-1	Whitefield Avenue	24'8"
St. Armands	31 Adams Drive, St. Armands Key	8'0"
Sarasota	103 Pine Place	19'0"
Siesta Key	5600 Midnight Pass Road	9'0"
Southside	Swift Road and Constitution	19'0"
Springs	5875 Bahia Vista Street East	35'0"
Venice	900 Nokomis Avenue	13'9"
Venice South	Woodmere Road and U.S. Hwy 41	17'0"

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Appendix L

Select Florida Central Office Elevations, continued

Office	Address	Elevation Above High Tide
	Inland Division	
Tampa South Area		
Alafia	Gloria Street and Gibsonton Drive	13'4"
Alafia DMS-1	Rhodine Road	77'9"
Bayshore RSU	8322 Tampa Pt. Blvd (Bldg 767) MacDill AFB	10'0"
Brandon	Pinewood Avenue and North London Court	52'0"
East	3404 North Orient Road	34'0"
Hyde Park	105 N. Edison	19'9"
MacDill PABX	MacDill Air Force Base	7'0"
MacDill (Sage)	MacDill Air Force Base	7'0"
Microwave Building	Ruskin Colony Farms	17'0"
Mobile Radio Building	22nd Causeway Road	22'0"
Ruskin DMS-1	Apollo Beach Boulevard	10'0"
Seminole	103 E. Hillsborough	35'9"
Tampa Main	Zack and Morgan Streets	20'6"
Wallcraft	3117 Wallcraft	16'6"
Wimauma	Highway 301 & State Road 674	67'0"
Ybor	1702 East Eighth Avenue	11'0"

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Appendix L

Select Florida Central Office Elevations, continued

Office	Address	Elevation Above High Tide
	Inland Division continued	
Tampa North Area		
Beach Park	4516 N. A Street	12'0"
Carrollwood	Zambito Road	61'0"
Keystone	Gunn Highway (Fox's Corner)	53'9"
Land O'Lakes	U.S. Highway 41 (State Road 45)	79'4"
Lutz	402 Second Street NE	70'9"
Oldsmar	State Road 580 and memorial Hwy, Oldsmar	7'9"
Sulphur Springs	8502 Ashley Street	30'0"
Sweetwater	7502 W. Hillsborough Avenue	8'0"
Temple Terrace	56th Street, Temple Terrace	75'7"
Thonotosassa	Thonotosassa Road	48'0"
University	13402 N. 30th Street	52'0"
Wesley Chapel	State Road 581	100'0"
Westside	3712 Walnut Street	36'0"

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Appendix L

Central Office Locations Subject to Flooding

The following central offices are built at low elevations and are subject to flooding. The offices contain floodgate barriers that must be installed by the office personnel to prevent possible flooding.

Office	Address	Elevation Above High Tide
Hudson	State Road 595 A, Hudson	5'0"
South Gulf Beach	430 76th Avenue, St. Petersburg	6'2"
Anna Maria	51st Street and Gulf Boulevard Drive, Holmes Beach	6'6"
Longboat	4040 Gulf of Mexico Drive, Sarasota	10'6"
St. Armands	31 Adams Drive, St. Armands Key	8'0"
Siesta Key	5600 Midnight Pass Road, Siesta Key	9'0"
Oldsmar	State Road 580 and Memorial Highway, Oldsmar	7'9"
St. Petersburg-South	3240 54th Avenue South, St. Petersburg	7'0"
Gandy	93rd Avenue North, St. Petersburg	8'0"
North Port	East North Highway, North Port Charlotte	10'9"
Sweetwater	7502 W. Hillsborough Avenue, Tampa	8'0"
Ruskin	Second Avenue SE, Ruskin	6'0"
MacDill (Sage)	MacDill Air Force Base, Tampa	7'0"

The following building may require sandbagging around the street grates leading to the emergency generator:

Office	Address	Elevation
Tampa Main Building	610 Morgan Street, Tampa	20'6"

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Appendix L cont.

South Carolina CO locations

CO	Address
Abbeville	111 S Church St. Abbville SC
Andrews	3 S Farr AVE. Andrews, SC
Bishopville	125 W Council ST. Bishopville, SC
Bowman	Cedar ST & Oliver ST. Bowman, SC
Calhun Falls	541 Seneca ST. Calhun Falls, SC
Conway	414 Laurel St. Conway, SC
Ehrhardt	S. Madison St, Ehrhardt, SC
Elloree	414 E Cleveland ST. Elloree, SC
Fairfax	105 S Aiken ST. Fairfax, SC
Georgetown	1113 Front St, Georgetown, SC
Hemingway	10 Lafayette, Hemingway, SC
Hollywood	6350 Main St, Hollywood, SC
Jackson	313 Main St, Jackson SC
Johnsonville	Broadway St and Johnsonville SC
Kingstree	113 E Mill St, Kingstree, SC
Lake City	158 South Church St., Lake City, SC
Lamar	109 Warren St, Lamar, SC
Laurens	207 Church St, Laurens SC
Little River	2500 Little River Neck Rd, Ocean Drive Beach, SC
Longbay	4700 S Kings Hwy Myrtle Beach SC
Manning	13 N Mill St, Manning, SC
McCormic	1 Virginia St, McCormic, SC
Myrtle Beach DMS	919 Lumber St, Myrtle Beach SC
Myrtle Beach GTD5	914 E Chester St @ 9th Ave, Myrtle Beach SC
Ocean View	67th Ave N and Ocean View, Myrtle Beach SC
Olanta	Main St and Olanta, Olanta SC
Olar	227 S. Weed Ave, Olar SC
Pamplico	10 5th Ave, Pamplico SC
Pawleys Island	USHWY 17N @ Litchfield Blvd, Pawleys Island, SC
Santee	971 Bonner Ave, Santee SC
Shawview Heights	121 E. Main St, Shawview Heights, SC
Simpsonville	204 W Curtis St, Simpsonville, SC
Summerton	25 N Dukes St, Summerton SC
Sumter	115 N Washington St, Sumpter SC
Walterboro	310 Carn St, Walterboro SC
Windy Hill	3308 Poinsett St, Windy Hill SC
Winnsboro	117 W Liberty St Winnsboro, SC
Woodruff	330 N Main St Woodruff SC
Yemassee	STHWYS 25 13 &USHWY 17A, Yemassee, SC

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Appendix M

Contact List for Florida Network Operations' Portable Generators

General Description

Diesel 50KW Portable Alternator , mounts on two-wheel trailer. One-ton or larger truck with Pintle hitch required for towing.

Area	Number of Units	Contact Manager	
Inland		**Primary** Larry Tapia 813/483-3227 Cell:416-1378	
Lakeland	Three	Rufus Denton	813-982-9945
Winter Haven	Four	Judy Hill	863-573-9944
Tampa North	Five	Kelly	813-961-9945
Tampa South	Three	Dug Mccorvey	813-685-9945
Coastal		**Primary:** Carl Dubuque Cell:	727-447-9280 727-457-3736
		Alternates:	
Bradenton	Two	John Darby	941/750-3165
Sarasota	Four	Briley	813/303-9082
Venice	One	Briley	813/303-0419
Clearwater	Seven	Edward Gill	727-848-9944
St Pete	Three	Betancourt	727-893-4720
Englewood	One	Briley	
Carolinas		**Jerry Webb** Cell	**843-448-0117** 843-655-0434 843-655-0023

See Southeast Generator List page 97

If the Area Manager cannot be reached after hours or on weekends, contact the on-call supervisor in the respective area. (The name and number of the on-call supervisor can be obtained from the CRCC, 813/874-4880.)

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Generator Information cont.

Southeast Generator List

Southeast Generator Deployment Call List

Southeast Generator Deployment Plan

Southeast Small Generator List

Southeast Arial and Digger Trucks

Southeast Arial & Digger Trucks

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Appendix N

Work Center Locations – APC/NDRC/RCMAC/VOICe

Coastal Operations Area

Coastal APC (Assignment)
1280 Cleveland Street
(4th Floor - Clearwater Main Bldg)
Clearwater, FL 727/465-1304

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Appendix N

Work Center Locations – APC/NDRC/RCMAC/VOICe

Inland Division Operations Area

Tampa APC (Assignment)
10402 N. 56th Street
(2nd Floor - TSPS Bldg)
Temple Terrace, FL
727/465-1609

Inland NDRC (Dispatch)
10402 N. 56th Street
(1st Floor - TSPS Bldg)
Temple Terrace, FL
813/984-8003

Lakeland APC (Assignment)
120 East Lime Street
(6th Floor - Lakeland Main)
Lakeland, FL
863/688-5343

Tampa RCMAC (Recent change)
10402 N. 56th Street
(2nd Floor - TSPS Bldg)
Temple Terrace, FL
727/465-1060

APC, E&P, ACOM,VOICe
919 Lumber St
Myrtle Beach SC
APC 843-946-5215
Eng 843-448-9597
Voice 843-946-5219

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Appendix N

Work Center Locations
Customer & Business Operations

Coastal Division – Customer Operations:

Bradenton E
1320 8th Avenue E.
Bradenton, FL
941/746-1114

Bradenton W
2508 75th St W
Bradenton, FL
941/792-5666

Sarasota N
2455 12th St
Sarasota, FL
941/952-5551

Sarasota S
5800 Pinkney Av
Sarasota, FL
941/952-5674

Venice
1290 S US 41 ByPass
Venice, FL
941/952-5511

Clearwater
2185 Range Rd
Clearwater, FL
727/443-9377

Largo
1350 Starkey Rd
Largo, FL
727/586-4581

Gandy
4332 54th Av N
St. Petersburg, FL
727/525-2181

Seminole
10992 1/2 74th Av N
Seminole, FL
727/392-1211

Skyway
700 49th St S
St. Petersburg, FL
727/321-5884

Tarpon Springs
1774 US Alt 19 N
Tarpon Springs, FL
727/937-6166

New Port Richey
8800 Rees Street
Port Richey, FL
727/849-4585

North Carolina

Durham
725 E Markham Av
919/560-2974

Monroe
2909 Stitt St

Weaverville
196 Reems Creek Rd.

Sylva
84 Allen St

Burnsville
10 Court St

Murphy
76 S. Church St

Franklin
135 E. Main

Marion
20 N. Garden St.

Coastal Division – Business Operations:

NPR/Trpn
5743 Missouri Av
New Port Richey, FL
727/846-9828

Ssta/Brdntn/Venice
6051 N Washington Bl
Sarasota, FL
941/358-4823

Safety Harbor/Clwr
855 2nd Street S
Safety Harbor, FL
727/726-3595

St. Petersburg
11001 Roosevelt Bl
St. Petersburg, FL
727/578-3921

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Appendix N

Work Center Locations
Customer & Business Operations

Inland Division – Customer Operations:

TN - Carrollwood
14917 Zambito Rd
Tampa, FL
813/968-4474

TN - University
1410 E 131st Av
Tampa, FL
813/971-3161

TS - Brandon
7855 22nd St
Tampa, FL
813/626-1151

TS - Ybor
3704 E 3rd Av
Tampa, FL
813/247-2184

TN - West
5301 W Sligh Av
Tampa, FL
813/884-2576

TS– Manhattan
5110 S Manhattan Av
Tampa, FL
813/837-6461

Lakeland Main
1011 E Lemon S
Lakeland, FL
863/688-5757

Lakeland North
5850 Hwy 98 North
Lakeland, FL
863/858-3841

Plant City
1002 S Alexander
Plant City, FL
813/752-3567

Zephyrhills
201 S Gall Bl
Zephyrhills, FL
813/782-7215

Winter Haven
350 Av K SW
Winter Haven, FL
863/294-5475

Bartow
3050 Hwy 60 E
Bartow, FL
863/533-0391

Lake Wales
240 E Burns Av
Lake Wales, FL
863/676-5412

Haines City
300 N Lily Av
Haines City, FL
863/422-3511

Inland Division – Business Operations:

Tampa

1907 U.S. Hwy 301 N
Tampa, FL
813/664-2041

Bartow

3050 U.S. Hwy 60 East
Bartow, FL
863-533-1766

South Carolina Customer Operations

Myrtle Beach
1900 10th Av
843/448-9565

Sumter
400 S Pike Rd
803/773-4664

Lake City/ Bowman
158Church St
843/394-5113

George Town
631 Aviation Blvd
843/546-3921

Walterboro
310 Carn St
803/840-1504

Abbeville/Laurens
207 Church St
864/963-4531

Simpsonville
204 W Curtis St
864/963-4531

Winnsboro
117 W Liberty
803/773-4664

Surfside
4700 S Kings Hwy
843/448-9565

Conway
414 Laurel St
843/448-956

Abbevill
401 Church St
864/963-4531

Woodruff
330 N Main
864/963-4531

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Appendix N

Work Center Locations
OSP Construction

OSP Construction Work Centers

Bradenton East
1320 8 Av
Bradenton, FL
941/746-1111

Sarasota North
2455 12th Street
Sarasota, FL
941/952-5358

Sarasota South
5600 Pinckney Av
Sarasota, FL
941/923-8108

Venice
1290 US 41 By Pass S
Venice, FL
941/497-1107

St. Petersburg-Gandy
4332 54 Av N
St. Petersburg, FL
727/527-6608

St. Petersburg T&PN
Central & 17th St N
St. Petersburg, FL
727/898-1328

Clearwater
2185 Range Road
Clearwater, FL
727/443-9237

Largo
1350 Starkey Rd
Largo, FL
727/581-8708

New Port Richey
8600 Rees Street
Port Richey, FL
727/848-2582

Tarpon Springs
1774 US Alt 19 N
Tarpon Springs, FL
727/934-1912

Lakeland
1011 E. Lemon Street
Lakeland, FL
863/688-5345

Zephyrhills
38508 Av A
Zephyrhills, FL
813/715-4400

Plant City
1002 S Alexander St
Plant City, FL
813/752-4834

Bartow
3050 Hwy 60 E
Bartow, FL
863/534-9002

Winter Haven
350 Avenue K SW
Winter Haven, FL
863/294-1510

Tampa North
1410 E 131st Av
Tampa, FL
813/971-3347

Tampa East
7855 Causeway Bl
Tampa, FL
813/626-7124

Tampa Central
5301 W Sligh Av
Tampa, FL
813/884-5363

Myrtle Beach
1900 10th Av
843/448-9565

Sumter
400 S Pike Rd
803/773-4664

Abbeville/Laurens
207 Church St
864/963-4531

Durham
725 E Markham Av
919/560-2974

Monroe
2909 Stitt St

Weaverville
196 Reems Creek Rd.

Sylva
84 Allen St

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Appendix N

Work Locations
Engineering

Sarasota

1701 Ringling Blvd.
Sarasota, FL
941/952-5460

Clearwater

1280 Cleveland Av
Clearwater, FL
727/562-1101
727/562-1111

Tampa East

8800 Adamo Dr
Tampa, FL
813/664-6104

Lakeland
120 E Lime
Lakeland, FL
863/688-5357

Tampa North
10402 N 56th St
Temple Terrace, FL
913/988-5127

Tampa Central
10402 N 56th St
Tampa, FL
813/989-7946

E&P,
919 Lumber St
Myrtle Beach SC
843-448-9597

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Appendix O

Region Emergency Teams

Damage Assessment

Concept

Verizon Damage Assessment Teams have been established to provide an early assessment of damages done to communications facilities, provide early notification of road closures, flooding, etc.. The lead for each of the teams will be the Area Customer Operations Manager (ACOM). The flow of information from the team to ACOM and then to the DRM/DCC for the respective area will enhance the flow of work by knowing first hand what areas restoration efforts should begin in and what areas are off limits. Under no conditions will a team attempt to enter an area designated as unsafe by local emergency management officials or by the local power company.

During the first quarter of each year the Verizon Emergency Coordinator will solicit the names of the Damage Assessment teams from each of the DRMs. It will be each team member's responsibility to stay attuned to weather conditions that could affect Verizon's service area with adverse weather such as caused by a tropical storm or a hurricane. During the first quarter of each year the list of volunteers and their related contact information will be updated and provided to the Verizon Emergency Officer at Mail Code FLTP0008.

Strategy

The Damage Assessment Team's primary objective is to evaluate damage to the Southeast Region's outside plant and facilities, complete the Damage Assessment Forms/ On line Assessments (if available) and route/ upload to the local area manager/ DRM/DCC/RCC.

This will ensure that the Engineering and Planning representative in the DRM/DCC/RCC has the big picture for ordering cabling, etc., enabling Verizon to prioritize and begin its restoration efforts in an organized and methodical manner.

Notification

All Damage Assessment teams members should be in contact with the ACOM that they have been assigned during phase one.
The ACOM will communicate with you on what action you should take at this time.

Important Note: The Damage Assessment Employee may be called and asked to report by the ACOM at any time. Ensure you have appropriate Cell or pager availability at all times.

******Employee must have Verizon ID badge*******

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Appendix O

Damage Assessment Cont

Responsibility

It will be the responsibility of each Verizon employee assigned to a Damage Assessment Team to **provide transportation and have an adequate number of forms available to perform the damage assessments. Each employee will provide any safety equipment or other work equipment/supplies which may be deemed necessary, e.g. safety gloves, hard hat.**

The local ACOM is responsible for **notifying the appropriate DRC Manager of the team members arrival** at their assigned work center.

The local ACOM, or his designated representative will be the lead for the Damage Assessment Teams.

Damage Assessment Teams should keep communication lines open with their respective Division Resource Manager/DCC to provide "Damage Assessment" information. This communication will help provide Verizon a good up front evaluation of the damages and help in the estimates for restoration projections.

- Periodic briefings with the DRM/DCC may be held throughout the day dependent upon the severity of the damages and the necessity to change the day's strategy.

All Damage Assessment Team members reporting to assess damage to Verizon facilities must have their Verizon ID badge.

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Appendix O

Verizon EOC Liaison

Concept

Verizon provides an employee to the Local Government Emergency Control Center. The role of the Liaison is to be the Verizon's contact with in the local Government and in turn the County contact with Verizon.

Each employee assigned to a county EOC needs a **cell phone** with a **backup battery** as well as a battery charger for the cell phone is also required.

The EOC members are responsible for keeping the DRM/RCC posted on any bridge or road closings, major power outages etc. The RCC is Florida's main hub for Verizon during emergency situations.

Important Note: The Verizon Liaison may be called and asked to report by the Local County EOC at any time. They should report to the EOC and then contact the RCC/DCC Coordinator and then contact supervisor. The Liaison is the RCC's only communication with the County EOC.
******Employee must have Verizon ID badge********

Verizon's Inland DRM/DCC	**727-465-7200**
Verizon's Southeast REGION	813/914-4877 813/972-9661 813/972-9552 813/972-9439 727/523-0565 863/665-4490 941/362-9401

Personal Requirements

It is recommended that Liaisons members keep a **small duffle bag packed and ready to include personal items**, e.g., as, toothbrush, toothpaste, mouth wash, shaving gear, deodorant, washcloth, small towel, soap, change of clothing, any medications, prescription or non prescription (Tylenol, Pepto Bismol, Imodium AD, Tums, eye wash, contact lens cleaners, etc), and perhaps a good book and a few snack foods that will keep. These items could possibly make any overnight assignments more tolerable. (Airmattress and blankets are available from the RCC)

Verizon Liaisons members should be certain to **have important family telephone numbers** with them in case their families leave home and the Verizon representative needs to reach them. Know where they plan to be, and an alternate location where they will be should plans change. All Verizon Liaisons members need to **ensure that their immediate family has the number for the Verizon DRC/DCC** in the event their family needs to reach them for an emergency or to let the team member know how they made it through the storm.

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Appendix O

First In Teams

Concept

Verizon First In Teams have been established to be part of a coalition with the local government utilities (gas, water, sewer) to provide protection of Verizon's outside plant facilities in the first stages of "debris removal" by the local government. The team will also provide early assessment of damages done to communications facilities, provide early notification of road closures, flooding, etc.. The lead for each of the teams will be the Area Customer Operations Manager (ACOM). The flow of information from the team to ACOM and then to the DRM/DCC for the respective area will enhance the flow of work by knowing first hand what areas "damage assessment teams" efforts should begin in and what areas are off limits. (Under no conditions will a team attempt to enter an area designated as unsafe by local emergency management officials or by the local power company.)

Verizon First In Teams Requirements
The Verizon teams will reside in their assigned county facility if storm is greater than a Cat 1. The team member will ensure his/her vehicle is fueled and take appropriate equipment i.e. laptop/gps etc.

Where First in Teams are in place they will also act as Critical Employees to be here when all other employees have been sent home. Where First In Teams are not staged "stand by employees" will be used as Critical Employees.
Note Only the Directors will authorize the deployment of the First In Teams

****Employee must have Verizon ID badge**

Personal Requirements

It is recommended that all Team members keep a **small duffle bag packed and ready to include personal items**, e.g., as, toothbrush, toothpaste, mouth wash, shaving gear, deodorant, washcloth, small towel, soap, change of clothing, any medications, prescription or non prescription (Tylenol, Pepto Bismol, Imodium AD, Tums, eye wash, contact lens cleaners, etc), and perhaps a good book and a few snack foods that will keep. These items could possibly make any overnight assignments more tolerable.

First In Team members should be certain to **have important family telephone numbers** with them in case their families leave home and the Verizon representative needs to reach them. Know where they plan to be, and an alternate location where they will be should plans change. All Team members need to **ensure that their immediate family has the number for the Verizon DRC/DCC** in the event their family needs to reach them for an emergency or to let the team member know how they made it through the storm

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EOC Liaison, First In Team and Damage Assessment Guidelines Cont

Appendix O

Verizon Liaison

Appendix P

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Emergency Operations Checklists

When preparing for or responding to an event, checklists are useful to identify actions that need to occur, information that needs to be validated, plans that need to be activated and contacts that need to be made.

Sample checklists are provided in this section to

Additional Checklists may be developed and added as needed.

DCC Checklist

Additional Information associated with checklist

Generator Deployment Plan

Critical DLCs (coming soon)

Verizon Building Electric Meters Escalation

Region Sandbagging

Generator Delivery Team Call List

Emergency Time Reporting

Emergency Checklists

Air Pressure Emergency Teams

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Appendix P

Generic Checklist Form

		✓

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Appendix P

Return to Business as Usual

Each business unit within the Region must be prepared to return to a business as usual state as soon as conditions warrant. Requirements for plans to return to business as usual are dependent on the scope of the event. The checklist below provides representative considerations for the Region in preparing to return to Business as usual. This list may be modified as required, and additional detailed plans may be added to this tab.

Return to Business as Usual Checklist

		✓
1	Is the emergency event over or is it at least in a controlled state?	
2	Are business units operating at business as usual (BAU) levels without the use of abnormal overtime and additional resources?	
3	Have operational metrics returned to normal business levels?	
4	Evaluate "backlog" of jobs for prioritization	
5	Is the normal work force (non-essential) functioning at BAU levels?	
6	Can "borrowed" workers be returned to home locations?	
7	Are all facilities available for employees to return to normal work locations?	
8	Are alternate sites available for employees to return to normal work functions if original sites are unavailable?	
9	Are the building plans in place to bring alternate sites up-to-speed for normal operations?	
1	Do customers need to be notified of a return to BAU?	
1	Are there equipment, supplies or records that need to be moved?	
1	Do staging areas need to be dismantled?	
1	Are there Human Resource requirements to be considered (payroll, labor, etc)	
1	Cancel emergency support activities such as food caterers,	

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NEW VENDOR LIST

Southeast Vendor List

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Appendix R

Conference Bridge Strategy

The DCC will :

IN

Phase 1

- Establish conference bridge/call with the respective Divisions Emergency Team.
- Inland and Coastal may join together their calls (only in phase 1 and phase 2).
- You must update your team on the status of the Region
- Review checklist.

Phase 2

- Establish conference bridge/call with the respective Divisions Emergency Team.
- Inland and Coastal may join together their calls (only in phase 1 and phase 2).
- You must update you team on the status of the Region
- Review and **implement** checklist action items.

Phase 3

- Establish conference bridge/call with the respective Divisions Emergency Team
- You must update you team on the status of the Region.
- Ensure Damage Assessment process has been activated.
- Update the RCC .

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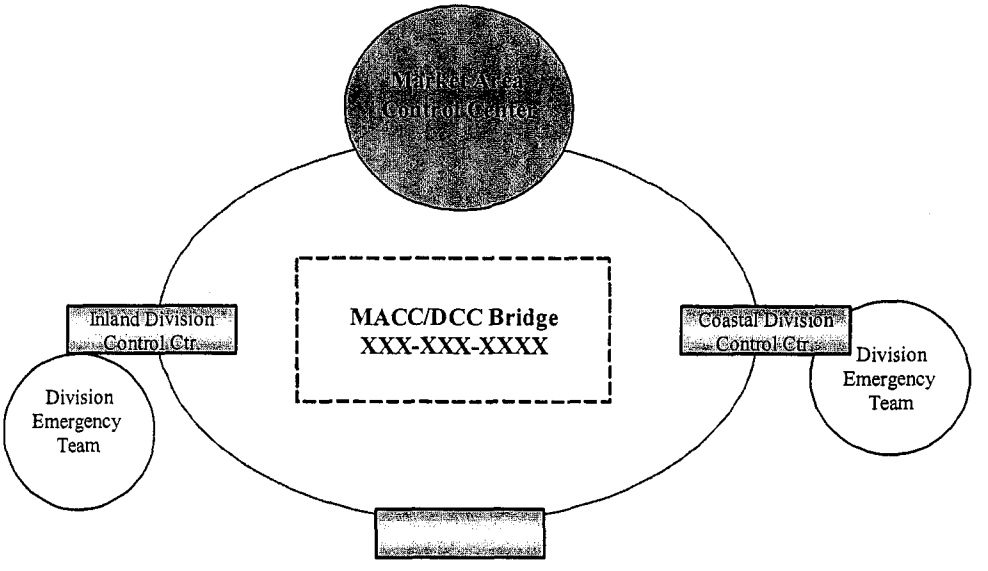
Appendix R

Conference Bridge Strategy

Emergency Operations Center
Conference Bridge Strategy



Note:1 Conference bridge telephone numbers will be provided to the MACC team and the DCC teams in phase 2.
Note:2 Each SBU will have their own bridge set up in the MACC as necessary.

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