

May, 2012



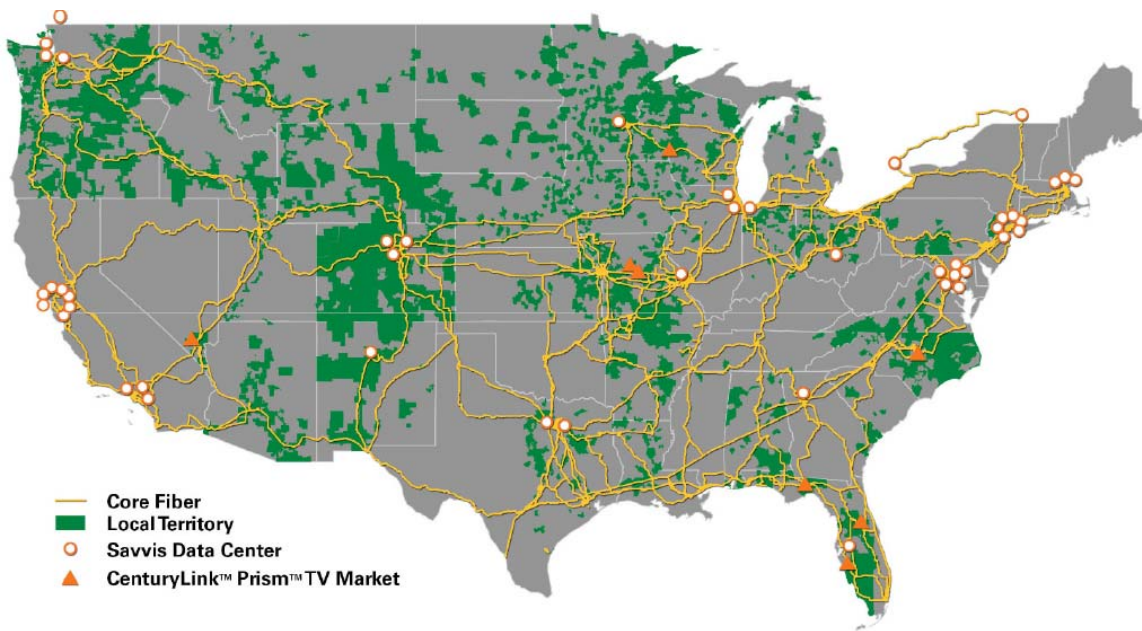
## CenturyLink - Disaster Preparedness Best Practices

“Assure the continuation of CenturyLink’s mission critical business operations and services with the goal to minimize financial impacts and damage to the CenturyLink brand, its employees and customers following significant business disruptions.” – Mission Statement



# CenturyLink Overview

CenturyLink is the third largest telecommunications company in the United States. The company provides broadband, voice, wireless and managed services to consumers and businesses across the country.

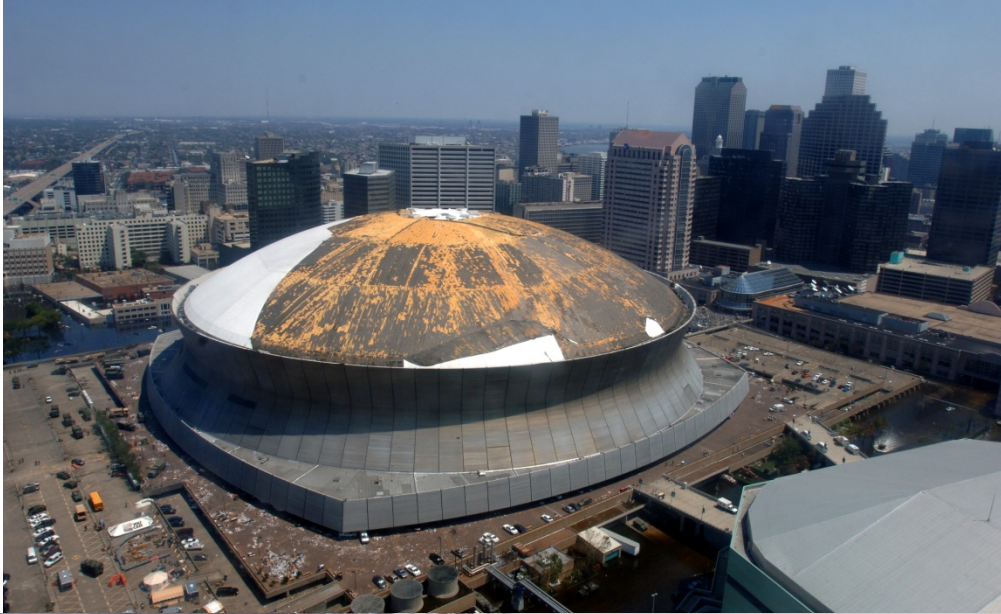


## Key Statistics as of December 31, 2011:

- 14.6 million access lines
- 5.55 million broadband
- 1.8 million video
- 210,000 route mile national fiber network



# Why Plan?



# What Makes a Successful Plan?

1. Using Threat Assessment & Business Impact Analysis results as a basis for BC planning
2. Geographic diversity of recovery resources
3. Multiple business resumption options for each critical function
4. Consideration of 3rd party resources
5. Routine plan reviews, updating and testing



**National Fire Protection Association**  
The authority on fire, electrical, and building safety

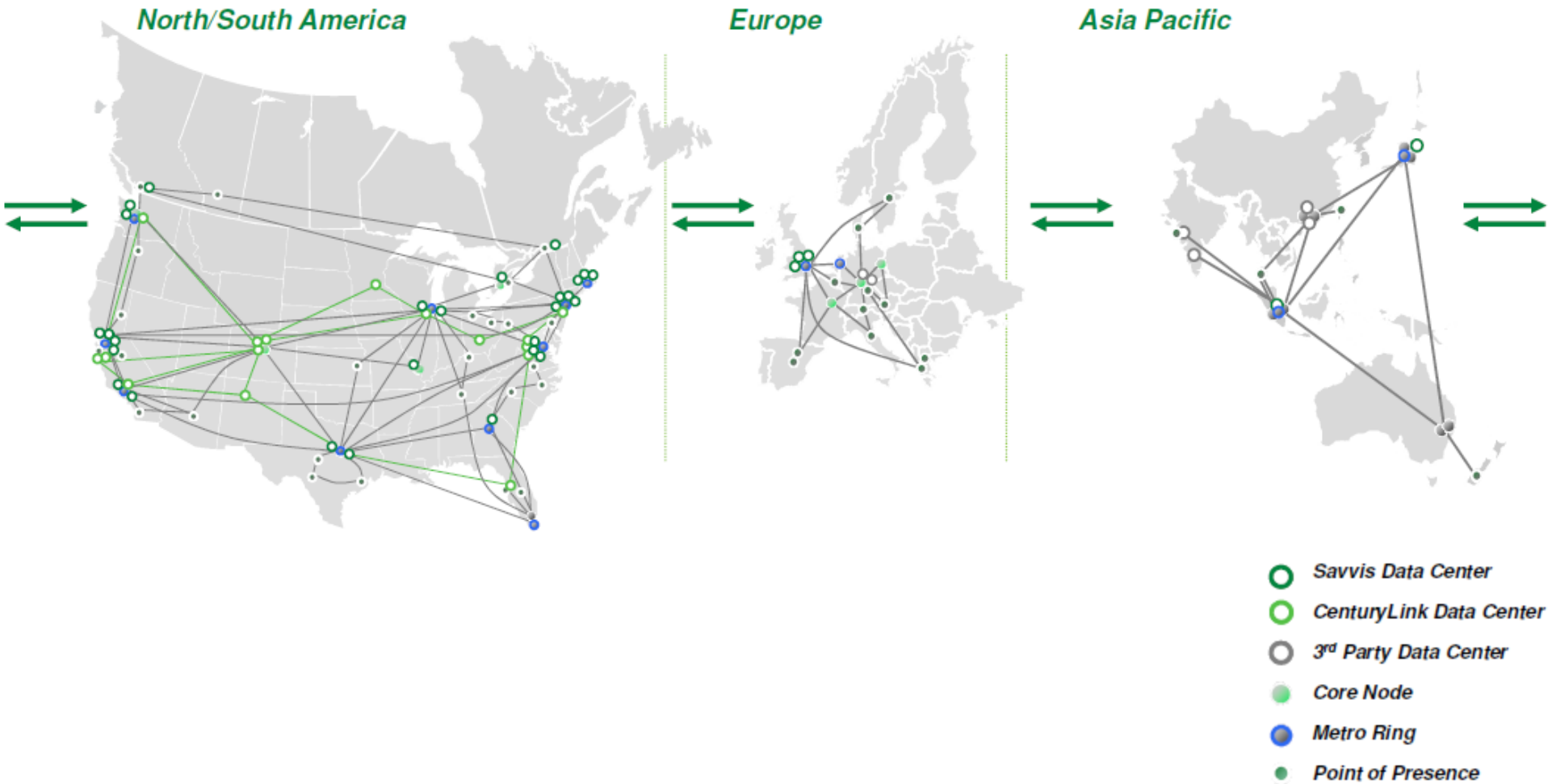


# 1. Threat Assessment & Business Impact Analysis

1. Understanding the business impact
2. Identifying CenturyLink's customer expectations and service level requirements
3. Prioritize critical functions and applications
4. Focus on the risk
5. Mitigate



## 2. Geographic Diversity



# 3. Business Resumption







# 5. Plan Reviews, Updating and Testing

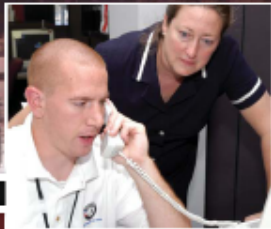
*Government Services, Inc. invites you to an Open House to see and tour a customized Disaster Recovery Trailer.*

**Friday, November 21**

9:00 AM – 1:00 PM  
10300 Eaton Place  
Fairfax, VA 22030  
Parking Lot



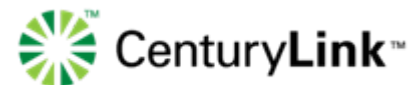
**CenturyLink™**



**Government Services, Inc.** has built a Disaster Recover Trailer that is tailored to replicate the exact network components of a Private Network. The same can be done to help keep your private network survivable in the event of a natural disaster, or get a critical new site up and working if construction problems may otherwise pose delays.

Drop by at any time between 9:00 AM and 1:00 PM to ask questions of the people who maintain the trailer on a daily basis.

- Executive Team
- Disaster Preparedness Staff
- Regional Teams
- Crisis Management Teams
- Departmental Business Continuity Leaders & Planners
- IT Disaster Recovery Services
- Damage Assessment & Rapid Response Teams
- Network Operations Center
- Environmental Health & Safety Teams



**CenturyLink™**

# Command Centers 24x7x365

CenturyLink maintains a number of Command Centers to support incident management activities.

- Multiple media sources
- Telecommunications diversity
- Satellite phones
- HF radio
- Emergency power
- Robust computer support
- Emergency supplies



# Service Restoration Priorities

- Critical Network Components required to facilitate restoration
- Telecommunications Service Priorities (TSP):
  1. TSP Restoration Priority 1
  2. TSP Provisioning Priority E
  3. TSP Restoration Priority 2-5
  4. TSP Provisioning Priority 1-5
- Emergency Services
- Business Customers with Restoral Contracts
- Business/Residential – Community at large





# Questions?

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