

INTERPATH COMMUNICATIONS, INC.

Fiber Optic Disaster Recovery Plan

TABLE OF CONTENTS

PROVISIONS & DEFINITIONS.....	4
FIBER RESTORATION PROCEDURE	5
FIBER RESTORATION TIME LINE	6
NOTIFICATION AND ESCALATION	7
FLOW DIAGRAM.....	8

FIBER OPTIC DISASTER RECOVERY PLAN

Purpose

The purpose of this document is to define and describe the Disaster Recovery Plan for Fiber Optic services as provided by Interpath Communications, Inc.

Provisions & Definitions

Interpath identifies "Disaster Recovery" as the procedure to follow in any service-affecting event. Events that impact the Customer's ability to use Interpath's service include fiber breaks, acts of God, and degradation of fiber integrity.

Interpath's goal is to limit the number of service-affecting events and to minimize their duration when they occur. In the event of an interruption of service, the Notification & Escalation list is put into effect and the Fiber Restoration Procedure followed. When an outage occurs, Interpath Operations Center Personnel make every effort possible to restore service first, whether it entails rerouting the service or implementing a temporary fix while a permanent solution is determined. Operations Center Personnel update the Customer on an as-needed or as-desired basis during the course of disaster recovery.

The Interpath Operations Center's Mission Control is staffed 24 hours, 7 days a week, providing full-time support for all Customer fiber and equipment serviced by Interpath. If a problem is detected, the Customer may call our Mission Control at 800-800-6200 at any time and speak with a technician. During the course of the restoration of service, the Customer will be updated at desired intervals.

In addition to remote troubleshooting, Interpath has field technicians within close range of each fiber site. Each site crew is equipped with a fiber optic "restoration kit" to support troubleshooting fiber problems. This expedites the process of restoring service by having all needed equipment on hand. The site crews periodically inspect their kits and test equipment to assure readiness.

Fiber Restoration Procedure

- 1) Customer calls to report trouble to Operations Center Personnel in the Interpath Operations Center Mission Control.
- 2) Operations Center Personnel investigates and determines if it is a fiber problem affecting Customer's service.
- 3) Operations Center Personnel notify the following:
 - a) Operations Center On-Call
 - b) IOC Team Lead
 - c) IOC Manager
- 4) Site technician(s) is dispatched to the problem area.
- 5) Operations Center Personnel identifies Field Restoration Team Coordinator
- 6) Field Restoration Team Coordinator assumes the role of updating the IOC and requesting needed resources.
- 7) If possible, Operations Center Personnel re-route the Customer's traffic to temporarily restore service while the fiber break is being repaired.
- 8) If appropriate, additional resources are notified and dispatched to the site.
- 9) Fiber break is located.
- 10) If possible, permanent repair is made. Restoration of service verified with Customer.
- 11) If temporary repairs or circuit re-routes are made, Operations Center Personnel verify with the Customer that service is restored. Then resources are scheduled and proper clearances given to return circuits to their original routes and to make permanent repairs.
- 12) Once permanent repairs are made, Operations Center Personnel verify with Customer that service has been restored.
- 13) Perform post-mortem.

Fiber Restoration Time Line

Time	Events
0-30 minutes	<ul style="list-style-type: none"> • Customer calls Operations Center personnel at 800-800-6200 • Operations Team Lead, Operations Manager contacted • Customer notified • Director of Network Operations contacted (15 minutes) • Director, Operations & Response contacted (30 minutes)
30 minutes-1 hour	<ul style="list-style-type: none"> • Operations Center personnel assess situation to determine area of fiber break • Operations Center personnel reroute traffic from service affected if possible until break can be repaired • Operations Center personnel contact Customer with notification, approximate time of restoration • Field restoration team coordinator identified • Operations Center Personnel dispatch technician(s) to site • Managers¹ updated
1-3 hours	<ul style="list-style-type: none"> • Technicians arrive at site • Restoration team coordinator coordinates site activities, formulates plan of action for service restoration • Managers updated at 30 minute intervals • Customer updated at desired intervals • Vice President, Networks & Information Services contacted if Customer still out of service
2-14 hours	<ul style="list-style-type: none"> • Technicians repair or identify workaround for restoration of service • Technicians complete repairs • Customer notified of complete repair • Managers notified
24 hours	<ul style="list-style-type: none"> • Post-mortem completed and presented for discussion

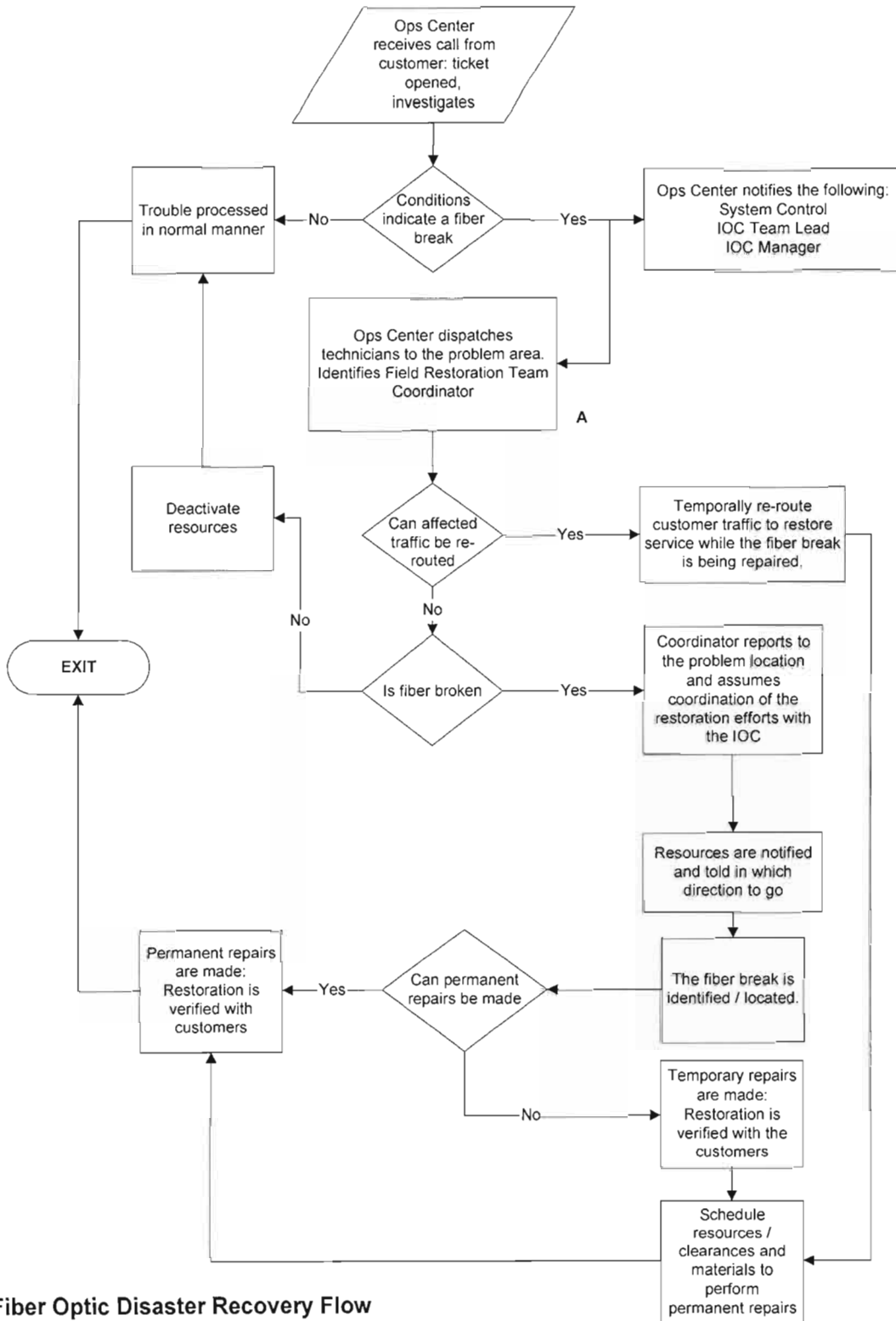
¹ “Managers” refers to all contacts already notified including Operations Team Lead, Operations Manager, etc.

Notification and Escalation

Order	Time Interval	Contact
1	Immediately	Operations Center personnel
2	Immediately	Marty Caviness, Operations Team Lead
3	Immediately	Terry McCaslin, Manager- Network Operations
4	15 minutes	Larry Campbell, Director, Network Operations
5	30 minutes	Don Clow, Director, Operations & Response
6	1 hour	William E. (Bill) Willis, Jr., VP-Networks & Information Services

The Customer may request an immediate escalation by calling 800-800-6200.

Flow Diagram



Fiber Optic Disaster Recovery Flow