



Customer Communication Process for Recovering from Natural Disasters



Introduction This document is intended to provide general overview information of how Sprint prepares for and recovers from disasters such as hurricanes, tornados, flood and acts of terrorism.

This document does not detail the actual process of restoring services, but rather it discusses in general terms more how Sprint Local prepares for known storms and how it communicates with its wholesale customers once a natural disaster occurs.

Contact Additional contacts for Account Managers, service centers and the provisioning and maintenance center can be located under Customer Contacts at: <http://www.sprint.com/localwholesale/ixc.html>

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Pre-Planning Hurricanes primarily impact Sprint Local's service territory from Florida up to North Carolina. In addition, Virginia, Tennessee, Indiana, Ohio, Pennsylvania and New Jersey will often be impacted by hurricanes after they make land fall.

Sprint prepares for hurricane season long before it actually begins and with this foundation in place focuses on the final preparations. Emergency restoration teams hold conference calls and local meetings to map strategies.

Activities that occur once a hurricane has the potential to hit Sprint Local's territory include:

- Staging of back-up generators;
- Readyng extra vehicles;
- Fueling cars and trucks;
- Verifying batteries are fully charged;
- Fueling generators;
- Contacting vendors;
- Staging of food and water for employees;
- Securing additional materials;
- Obtaining sandbags and sand;
- Developing plans to deploy equipment and personnel to areas likely to experience the most severe damage.

Unfortunately in the event of tornados, floods, earthquakes, other acts of God, and acts of terrorism, all of the events listed above can not always take place.

Customer Notification Once a natural disaster occurs (or with storms where Sprint Local has advance warning such as a hurricane), Sprint Local will contact all customers for whom we have an e-mail address. The intent of this initial e-mail is to provide a brief status and notification of when customer bridge conference calls will be established.

The intent of the customer bridge conference calls is to provide continuous status of Sprint local's restoration efforts. In the instance where certain customer(s) have a large number of trouble tickets, a specific call with that customer will be scheduled.

Reporting Troubles Sprint requests customers to report outages only once, using the published contact information. Escalation of trouble tickets should continue to follow normal procedures.

Additional information on Sprint maintenance process can be found at: http://www.sprint.com/wholesale/index_local.html

Restoration Priorities Sprint local technicians will be dispatched to begin working trouble tickets once the area is safe for them to enter. Reported trouble tickets will be

dispatched in the following order:

1. All Telecommunications Service Priority (TSP) in descending order by TSP designation code)
2. FAA (non-TSP)
3. E911 (non-TSP)
4. Police (non-TSP)
5. Fire/Rescue (non-TSP)
6. Hospitals
7. Any other "life or death" service situation
8. Military/National Security (non-TSP)
9. OCn (without TSP services)¹
10. DS3 (without TSP services)¹
11. DS1 (without TSP services)¹
12. DSO & all remaining (without TSP services)

In addition, Sprint Local will assist wireless customers in their deployment of COW (Cell-site On Wheels) and COLT (Cell-site On Light Trucks) which will assist in providing temporary service.

Impact on Provisioning Intervals

Sprint will assess modifying the standard provisioning interval based on the damage incurred, estimated restoration time and the total manpower available. Restoration of service takes priority over provisioning of new services. TSP orders and requests for disconnects that are submitted are typically exempted from an extension of the provisioning interval.

If it is determined that the standard interval needs to be temporarily modified, customer will be notified of the new interval, the geographic location the modified interval affects and the effective date of the change. The geographic location affected may be limited to a state, district or serving wire center.

Following restoration of services in the impacted area, Sprint will notify customers on how and when provisioning intervals will migrate back to the standard intervals.

All notifications will be distributed via e-mail.

¹ Wireline and wireless carriers with large number of customers impacted will take precedence.