

ACCESS SERVICE

18. Crisis Management Services*18.1 Service Description

Crisis Management Services enable customer to obtain services from the Telephone Company to be used when a disaster occurs either at a customer's premises or in the Company's telecommunications network. A disaster is any event that renders unusable a premises used by a customer to conduct business, or renders unusable a service or services purchased by the customer from the Company. There are two Crisis Management Services available, pre-disaster and post-disaster. Pre-disaster is a Crisis Management Service that enables customers to obtain standby services prior to the occurrence of a disaster which may be activated by a customer request in the event of a disaster to provide services for a customer at an alternate premises, provided that the standby services are not affected by the disaster. Pre-disaster services are negotiated and filed with the Commission prior to the occurrence of a disaster. Standby services may consist of existing tariffed services or specially developed services not currently offered in the tariff. These services are installed but remain inactive and are subject to ICB monthly rates until the customer requests the service(s) be activated due to a disaster. Once standby services are active, the full tariffed service monthly rate in lieu of the ICB rate will apply to the existing tariffed services, and an increased ICB monthly rate will apply to the specially developed service(s) as described in 18.1.1(A) following. Post-disaster services are not available in the event of a failure in the Company's telecommunications network. A Crisis Management service package may consist of a combination of existing or specially developed services, based on customer service requirements, and offered on a standby basis for pre-disaster service packages. For post-disaster service packages, service is offered where and when facilities are available. Restoral efforts for services affected by a failure in the Company's telecommunications network or as a result of a disaster at a customer premises will be performed in a timely and efficient manner as specified in 2.1.11 preceding for all customers. CMS customers will not receive service at the expense of non-CMS customers.

* Available in NYT only.

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18. Crisis Management Services* (Cont'd)18.1 Service Description (Cont'd)18.1.1 Regulations

Crisis Management service packages are classified as pre-disaster or post-disaster. Different regulations may apply to different classifications of service packages, as described herein. Customers must negotiate a customer-specific service plan with the Company in order to purchase a Crisis Management Service Package.

(A) Description

- (1) For pre-disaster Service Packages, a Crisis Management service package must contain:
 - (a) sufficient Company standby telecommunications services, as mutually determined between the Company and the Customer, either existing or specially developed, to effectuate the service plan, and
 - (b) provision for joint customer/Company testing to insure effectiveness.

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18. Crisis Management Services* (Cont'd)18.1 Service Description (Cont'd)18.1.1 Regulations (Cont'd)(A) Description (Cont'd)

- (2) A service package is subject to terms and conditions specified in other sections of this tariff, and/or may contain unique terms and conditions.
- (3) Services will be provided within standard or negotiated installation intervals for pre-disaster service packages. Services will be provided where and when facilities are available, for post-disaster service packages.
- Should facilities not be available, it may be necessary to construct such facilities either as (1) normal or (2) Special Construction. If Special Construction is involved, the regulations, as set forth in Section 5.1.3 preceding apply. However, the applicable rates and charges will be filed in Section 31.18 of this tariff.
- (4) An inventory of all services provided in a specific service package will be provided to the customer. The inventory will be updated and presented to the customer semi-annually; for any month in which there was a rate change affecting a service contained in the customer's service package; and for any month during which the customer engaged in any move, add, upgrade or replacement activity that affected the service plan. Any change to the service package which adds or changes a rate will be filed within 60 days of the installation of the service request.
- (5) Standby services provided in a pre-disaster Crisis Management Service Package may be used by a customer only for joint Company/customer testing or when a disaster occurs, for the duration of the disaster. The customer will receive a single-line bill consisting of a total of all the monthly rates for the standby services specified in the service plan, coded to a unique USOC. The customer will be subject to the ICB rates and charges for services, terms and conditions associated with the pre-disaster Crisis Management Service Package the day following installation of service.

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18. Crisis Management Services* (Cont'd)18.1 Service Description (Cont'd)18.1.1 Regulations(A) Description (Cont'd)

(5) (Cont'd)

The standby ICB rates and charges for existing tariffed and specially developed services, and the active ICB rates and charges for the specially developed services will be filed in Section 31.18 following, within 60 days of the service installation date along with a nonrecurring charge(s) which will be applied to the customer when service(s) is activated in the event of a disaster. The customer is responsible for notifying the Telephone Company of a disaster. For a pre-disaster package, current tariffed service monthly rates(s), in lieu of the ICB recurring rate, will be applied on a daily basis for the duration of the disaster, for existing standby service monthly rates. For specially developed services, the increased monthly active ICB rate in lieu of the ICB standby service recurring rate will apply on a daily basis for the duration of the disaster.

For a post-disaster package, a recurring rate will be charged at the current tariffed service monthly rate(s) on a daily basis for the duration of the disaster. A nonrecurring activation charge and any applicable specialized service rates and charges will be filed within 60 days of the service installation date. A maximum estimation of rates and charges will be provided to the customer prior to installation of service.

- (6) Each approved Crisis Management service package will be filed as an ICB in Section 31.18. An approved Crisis Management Service Package will be made available on the same terms and conditions to all customers.

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