



DISASTER RECOVERY / BUSINESS CONTINUITY PLAN

AT&T Network Operations has a robust network disaster recovery team (NDR) and processes in place for rapid recovery of service at AT&T sites following a catastrophic event. The NDR plan has three primary goals:

1. Route non-involved telecommunications traffic around the affected area or areas.
 2. Give the affected area communications access to the rest of the world.
 3. Recover communications service to a normal condition as quickly as possible through restoration and repair.
- The NDR was specifically developed for rapid service recovery during a wide range of disaster scenarios. It provides business continuity and recovery capabilities for the AT&T network including our wireless network. The recovery equipment includes a fleet of specially designed, semi tractor trailers that contain the same type of equipment that is normally installed in AT&T permanent offices. These technology trailers can be interconnected to recover the capabilities of a network office. The equipment is maintained in and deployed from warehouses strategically located around the US and in other continents. NDR team members have received specialized training to allow rapid deployment and expedient service restoration. The team conducts several exercises each year at a variety of locations from city streets to open fields. The NDR team fulfills a crucial role in AT&T's customer commitment to network reliability.
 - Locally, the TMAC helpdesk maintains a backup center at a secondary location that is fully equipped with phones and workstation PCs for use in the event of a building emergency, allowing the TMAC to continue providing SPOC services to DIR and its customers. Also, the AT&T Global Service Assurance organization consists of other strategically located maintenance centers capable of fully supporting the TMAC and its customers, managing trouble tickets, and processing telephone calls in the event of an emergency at the TMAC main location. AT&T maintains disaster recovery plans and procedures for all employee locations.

AT&T has a long history of demonstrated high level expertise in disaster planning, operational readiness, and tactical response capability to any event that impacts network facilities, service delivery, and infrastructure caused by natural or man-made disasters. Additionally, AT&T has a comprehensive disaster recovery and operational continuity plan specific to all infrastructures and locations that support AT&T security services.

AT&T will provide and manage a redundant Enterprise IPS arrangement at the SHB location as a BC/DR contingency in the event that the NSOC IPS and the collocated DIR ISP Gateway or other connected WAN nodes are inoperable. As is now currently provided for all AT&T services in the NSOC, AT&T Security Operations will continue to use Iron Mountain for all media backup storage services and for response in the event of a disaster.



**DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-005
ATTACHMENT F-3 TO EXHIBIT F
DISASTER RECOVERY/BUSINESS CONTINUITY PLAN
FINAL VERSION**

Working with DIR, a more comprehensive Business Continuity plan will be drafted and finalized as part of an overall network requirements document during Tex-AN NG on-boarding