

# Disaster Recovery

We are prepared for you!

Unexpected disasters and how it might impact our everyday life and business is something that most of us don't wish to think about often. At TelePacific we have made it our policy to maintain a viable contingency plan for our valuable customers to react quickly and restore any disruption of service during a crisis or disaster.

The plan is known as the TelePacific Communications Business Continuity Plan, which includes extensive procedures that have been developed to support the resumption of critical business activities in the event of a crisis or disaster.

We want to assure you that we have teams in place who will continue to support your telecommunication services with us and avoid any interruption to the best of our ability, as humanly possible.

## TelePacific's plan has multiple levels:

- ▶ Overall company plan: based on the incident command system from FEMA that is used by fire and police departments around the country
- ▶ Specific plans: customized for each of TelePacific's facilities

TelePacific employees at all levels are involved in the development of the overall and facility-specific plans, and each employee is trained to respond to emergency events.

## What does all this mean to you?

It means that TelePacific can and will get back to "business as usual" as quickly as possible. Our overall goal is to eliminate any negative impact to our customers so your service is seamless, your business is not affected and, in the best case, you don't even know we implemented our plan.

Types of events we have planned for:

- ▶ Earthquakes
- ▶ Fires
- ▶ Floods
- ▶ Hazardous Material Spills
- ▶ Pandemic Flu or other health concern
- ▶ Terrorism Activity
- ▶ Utility Outages

## Is your business ready?

We urge our customers to consider developing a plan of their own, just in case one is needed.

Some resources to consider:

- ▶ Department of Homeland Security ([www.dhs.gov](http://www.dhs.gov))
- ▶ Federal Emergency Management Agency ([www.fema.gov](http://www.fema.gov))
- ▶ Centers for Disease Control and Prevention ([www.cdc.gov](http://www.cdc.gov))

