

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 07/09/20

Leaf: 28.1
Revision: 1
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.23 Disaster Recovery and Continuity of Operations

TRSP shall have plans, documented in writing, for disaster recovery and continuity of operations. These plans shall deal with all types of natural and man-made disasters including, but not limited to, terrorism, loss of structure(s), loss of infrastructure, loss of external power, loss of switching equipment, telephone line cut and pandemic type illness. Plans shall contain detailed levels of escalation that shall be deployed for handling of potential disasters to provide continuity of NYRS operations with little or no impairment to the relay services.

Disaster recovery, continuity of operations and pandemic plans shall be:

- a. Reviewed and updated as necessary to accommodate changes in staff, contact information, etc.
- b. Communicated within TRSP's organization
- c. Safeguarded in multiple locations in multiple formats (e.g., electronic, printed, etc.).

Upon request TRSP shall provide a copy of its disaster recovery, continuity of operations and pandemic plans to the NYPSC for review. The TRSP shall notify TRS Contract Administrator and the NYPSC, using a mutually agreed upon format(s) and method of contact.

Sprint's trouble reporting procedures for TRS includes three levels of response:
1. an immediate report (within 2 hours of disaster or event lasting more than 15 minutes), 2. a 72-hour status report (if unresolved) and 3. a comprehensive final report within 7 days.

(D)
|
(D)
|
(N)
|
(N)

Issued in Compliance with order in 12-C-0257, dated December 19, 2012

Issued by: State Tariffs, Overland Park, Kansas