



Control Number: 37277



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Communications, LLC

OCT 15 AM 9:19

37277  
FILING CLERK

October 11, 2018

Public Utility Commission of Texas  
Attn: Central Records  
1701 North Congress Avenue  
Austin, TX 78711

*RE: Emergency Operations Plan Revisions*

Dear Filing Clerk:

Please find enclosed the original and three (3) copies of the pages with minor revisions to the Emergency Operations Plan (EOP) for Totelcom Communications, LLC, relating to the reliability of operation of telecommunications providers, certifying compliance with the Public Utility Commission of Texas as required by Substantive Rule §26.51. These revisions are a result of the Annual Drill requirement. The revisions include: Restoration Resource List changes on page 7 and Supplier List changes on page 10 of EOP. The main item realized by most employees was the reality of an emergency event happening within our service area. Items of concern were flooding of Central Offices, vast amounts of destruction damage due to a tornado, wild fires destroying everything within its path, and our headquarters building being destroyed. The relocation of the business office and all affected employees was discussed. A brief inventory of emergency items necessary to maintain operations during an emergency event was performed, and items like generators, fuel supplies, medical and first aid supplies, portable lighting, PC's, laptops, and other electronic devices, extension cords, office supplies, toiletry items, bottled water, and other service priorities were reviewed. Another important issue is our Pandemic Plan and the importance of understanding procedures if such a catastrophic event should ever happen. Overall, the drill was considered a success and served as a reminder of the things we should not take for granted. Please accept these documents to be filed with the Commission as a result of our annual drill requirement for year 2018.

If you have any questions or need additional information, please contact me at the number listed.

Sincerely,

A handwritten signature in black ink that reads 'Brandi Iley'.

Brandi Iley  
Regulatory Compliance & Billing Supervisor

Encl.

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**EMERGENCY OPERATIONS PLAN  
RESTORATION RESOURCE LIST  
TOTELCOM COMMUNICATIONS, LLC  
OFFICE PHONE: 254-893-1000**

**MEDIA CONTACT:**

Toney Prather, President

Jennifer Otwell, General Manager / Vice-President

Mobile Phone

254-842-7000

817-727-5902

Home Phone

254-893-6161

254-893-4444

**EMERGENCY COORDINATOR:**

Brandi Iley, Regulatory Compliance & Billing Supervisor

Mobile Phone

254-842-1736

Home Phone

**PERSONNEL:**

Michael Prather, Vice-President

David Lindsey, Plant Superintendent

Craig Mahan, Network Operations Supervisor

Deborah Beck, Executive Assistant, Director of Personnel

Debbi Sparger, Controller & Accounting Supervisor

Patty Griffin, CSR Supervisor

Greg Koelln, Data Processing Supervisor

Mobile Phone

979-450-6953

254-979-5156

254-842-7039

254-842-7776

254-842-7676

254-842-4900

254-413-2874

Home Phone

254-893-4242

254-893-4355

254-893-6072

254-893-5929

254-893-4477

## **CONSTRUCTION MATERIALS AND CABLE**

An adequate supply of cable and other supplies will be maintained in inventory to handle most emergencies. The list of vendors and their phone numbers who will be able to ship supplies in an emergency is attached.

### **SUPPLIER LIST**

<b>SUPPLIERS:</b>	<b>OFFICE #</b>
Power & Telephone	800-222-5955
Graybar	800-695-0981
KGP Logistics	800-755-1950
Lone Star Telquip	325-651-6033
CSSA	800-252-2772
Core	314-372-0240
Trifecta	813-321-6275
Enersys	972-263-6200
Vermeer	888-893-3003
United Tel Supply	325-262-4031
Prolabs	952-852-0252
Goldfield Telecom	515-825-3400
Actelis	510-545-1045
CCI Systems, Inc.	906-774-6621
NISC	866-999-6472
Sandvine Intelligent Broadband	519-880-2400
Cummins	972-708-0010
Sonus Network	978-614-8752
Positron Access Solutions	514-345-2220
Priority Electronics	800-478-0447
Amphenol Custom Cable	800-446-2232
Electrowire Genuine Cable	678-297-1080
MDSI	800-874-9850
ISP Supplies	855-947-7776
ISC Sales	972-964-2700