



**Unite Private Networks  
Business Continuity Plan**

March 13, 2020

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## 1. Purpose and Objective

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Unite Private Networks' Business Continuity plan is to be used to mitigate the impact of a significant disruption to customer facing operations. The goal of this plan is to outline the key recovery steps to be performed during and after a disruption to return to normal operations as soon as possible, ensuring the safety and protection of all employees at all times.

### Scope

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The scope of this Business Continuity plan addresses all aspects associated with a significant disruption of operations and service in an organized and prioritized focus.

This business continuity plan provides:

- Guidelines for **determining plan activation**;
- Operational **response flow** and recovery strategy;
- Guidelines for **recovery procedures**;
- References to key **Business Resumption Plans** and technical dependencies;
- **Rollback procedures** that will be implemented to return to standard operating state;
- **Checklists** outlining considerations for escalation, incident management, and plan activation.

The specific objectives of this business continuity plan are to:

- Immediately **mobilize a core group of leaders** to assess the environmental and operational ramifications of a situation;
- **Set operational priorities** for the recovery team during the recovery period;
- **Minimize the impact** of the disruption to the impacted features and business groups;
- **Stage the restoration** of operations to full processing capabilities;
- **Enable rollback** operations once the disruption has been resolved if determined appropriate by the recovery team;
- **Clearly communicate** internally and externally with all entities;
- Ensure the **safety and support for all employees** at all times during the event.

Within the recovery procedures there are significant dependencies among teams, internal and external, to Unite Private Networks. This plan is designed to identify the steps that are to be taken to coordinate with all entities to enable their own recovery.

## 2. Definition of an Event

An event is defined as a significant disruption to Unite Private Network's business operations as a result of natural or man-made sources. An event can have a company-wide impact, isolated in a single market, or area of impact. Most events will possess a significant restoral timeline and effort.



Threats attempt to infiltrate our business operations daily.

The following table of threats provides examples of potential detrimental impacts to business operations:

**AW = acts of war**  
**AR = arson**  
**BL = blackouts**  
**BZ = blizzard**  
**BT = bomb threats**  
**BR = bribery**  
**BC = bridge collapse**  
**BF = brush fires**  
**CH = chemical accidents**  
**CD = civil disobedience**

**IL = illness**  
**IS = ice storms**  
**KD = kidnapping**  
**MO = military operations**  
**MD = mudslides**  
**NF = network failure**  
**LD = labor disputes**  
**LI = lightening**  
**PC = plane crashes**  
**RA = railroad accidents**



**CF = communications failures**  
**CA = cyber-attack**  
**DS = disease**  
**DE = disgruntled employees**  
**EQ = earthquakes**  
**EM = embezzlement**  
**EX = explosion**  
**FR = fires**  
**FL = floods**  
**HC = hardware crash**  
**HW = high winds**  
**HS = hostage situations**  
**HU = hurricanes**

**SB = sabotage**  
**SF = server failure**  
**SoF = software failure**  
**TR = terrorism**  
**TD = theft of data**  
**TH = thunderstorms**  
**TO = tornadoes**  
**TS = transportation strike**  
**VN = vandalism**  
**WD = water damage**



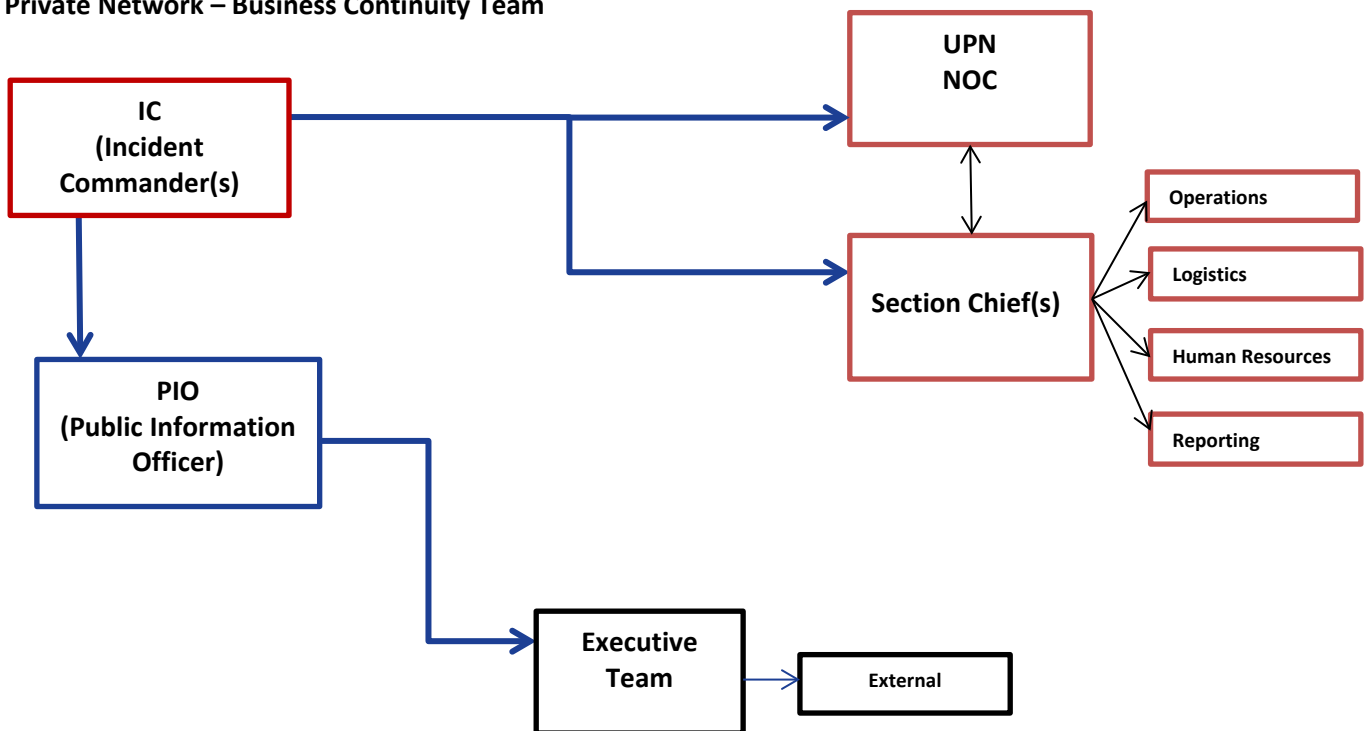
### 3. Anatomy of Business Continuity Team(s)

Upon recognition of a potential event, Business Continuity Team(s) will be mobilized. The following team structure will be recognized in the event of the declaration of a significant interruption of service. This team is responsible for the execution of the Business Continuity Plan. All normal business operations will be suspended and the Business Continuity plan will take over operations.

Each position will follow procedures and policies of the Business Continuity Plan for Emergency Response Procedures, Public Relations Plans, Damage Assessment, Insurance Claims Processing, Logistical Backup Plans, Executive Communications Plans, Client Communications Plans, Vendor Communications Plans, Employee Communications Plans, Banking and Financial Plans, Human Resources Plans.

Detailed Team information is provided in [Appendix A: Business Continuity Contacts - Admin Contact List](#).

#### Unite Private Network – Business Continuity Team



#### 4. Business Continuity Team Responsibilities

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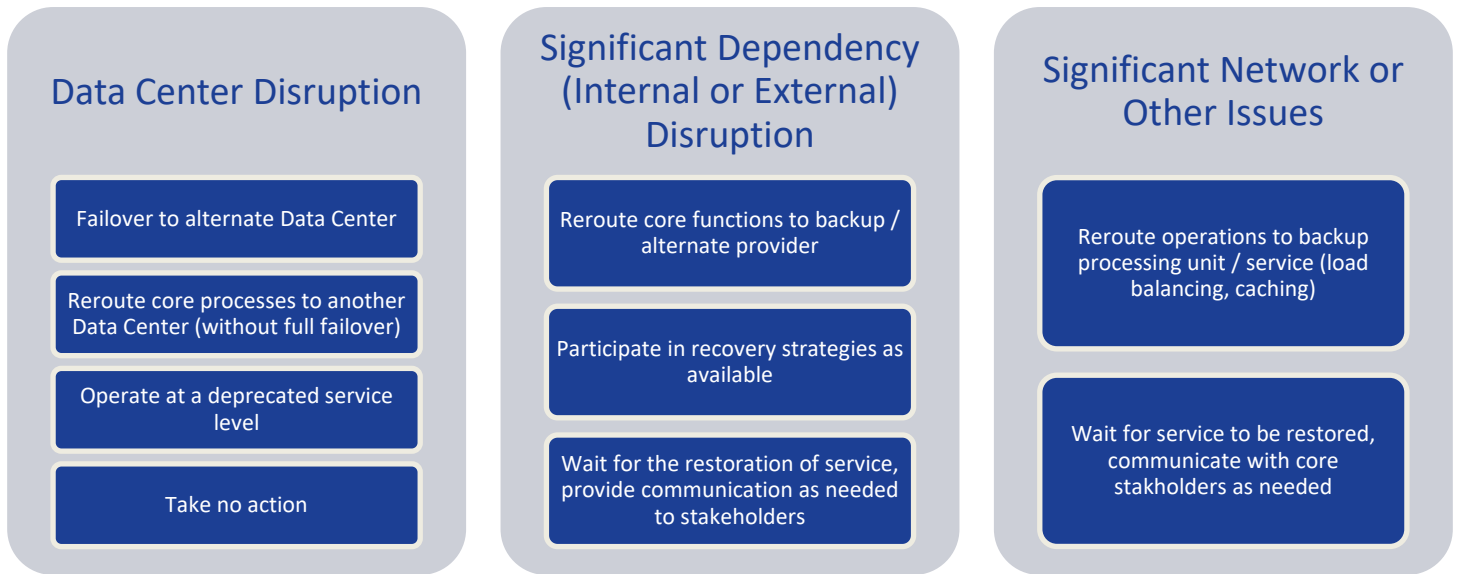
The Business Continuity Team(s) will have the following responsibilities for ensuring the execution of the policies and procedures, under the direction of the Incident Commander(s).

Team Mobilization & Direction	Incident Commander(s)
Executive Communications Plans	Public Information Officer
Client & External Communications Plans	Executive Team
Employee Communications Plans	Section Chief – Human Resources
Human Resource Policies & Plans	Section Chief – Human Resources
Financial Policies & Plans	Section Chief – Finance
Vendor Communications Plans	Section Chief – Vendor Management
Disaster Recovery Plans	Section Chief – Logistics
	Section Chief – Operations
	Section Chief – Customer Support
	Section Chief – Reporting
	Section Chief – Vendor Management
	Section Chief – Sales

## 5. Business Continuity Strategies

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The overall Business Continuity strategy of Unite Private Networks is summarized in the table below and documented in more detail in the supporting sections. These scenarios and strategies are consistent across all service layers.



## 6. Business Continuity Procedures

An event can be broken out into three phases: the response, the resumption, and the restoration phases.

**Response Phase: The immediate actions following a significant event.**

- Team(s) Mobilized.
- Appropriate Execution Plan determined based on nature of event.
- Resources identified and secured.

**Resumption Phase: Activities necessary to resume services after team has been notified.**

- Recovery procedures implemented
- Coordination with all appropriate parties executed.

**Restoration Phase: Tasks taken to restore service to previous levels.**

- Rollback procedures implemented
- Operations restored

### Response Phase

The following are the activities, parties and items necessary for a Business Continuity response in this phase. Please note these procedures are the same regardless of the triggering event (i.e. Data Center disruption).

#### Response Phase Recovery Procedures – All Business Continuity Event Scenarios

Step	Owner	Duration	Components
Identify issue. BC TEAM mobilized.	IC(s)	15-30 minutes	<ul style="list-style-type: none"> <li>• Issue communicated / escalated</li> <li>• Priority set</li> </ul>
Identify Section team(s) needed for recovery	BC TEAM	30-45 minutes	Selection of core team members required for restoration phase from among the following groups: <ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Finance/Accounting</li> <li>• Sales/Marketing</li> <li>• Customer Operations</li> <li>• Network Operations</li> <li>• Network Engineering</li> <li>• Information Technology</li> <li>• Outside Plant</li> </ul>
Establish a conference line for a bridge call to coordinate next steps	IC(s)	45-60 minutes	Primary and secondary communications established. Alternate / backup communication tools: email, personal communication devices
Communicate the specific recovery roles and determine which recovery strategy will be pursued.	Section Chiefs	60-90 minutes	<ul style="list-style-type: none"> <li>• Documentation / tracking of timelines and next decisions</li> <li>• Open disaster recovery event command center / “war room” as needed</li> </ul>



## Resumption Phase

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During the resumption phase, the steps taken to enable recovery will vary based on the type of issue. The procedures for each recovery scenario are summarized below.

Step	Owner	Components
Initiate Failover	Section Chief(s)	<ul style="list-style-type: none"><li>• Situation Briefing</li><li>• Restoration procedures identified</li><li>• Risks assessed for each procedure</li><li>• Coordination points between groups defined</li><li>• Issue communication process and triage efforts established</li></ul>
Test Failover	Section Chief(s)	<ul style="list-style-type: none"><li>• Tests assigned and performed.</li><li>• Results summarized and communicated to group.</li></ul>
Complete Failover	Section Chief(s)	<ul style="list-style-type: none"><li>• Recovery steps completed, including handoffs between key dependencies.</li></ul>
Failover deemed successful	Section Chief(s)	<ul style="list-style-type: none"><li>• De-briefing of event.</li></ul>

*\*\*Timeframes will be dependent upon event severity levels, damage assessment, conditions/availability of resources.*

## Restoration Phase

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During the restoration phase, the steps taken to enable recovery will vary based on the type of issue. The procedures for each recovery scenario are summarized below.

Step	Owner	Components
Initiate and Test Failback	Section Chief(s)	<ul style="list-style-type: none"><li>• Tests assigned and performed.</li><li>• Results summarized and communicated to group.</li><li>• Issues (if any) documented and communicated.</li></ul>
Complete Failback	Section Chief(s)	<ul style="list-style-type: none"><li>• Failback steps completed, including handoffs between key dependencies.</li></ul>
Determine whether failback was successful	Section Chief(s)	<ul style="list-style-type: none"><li>• Declaration of successful failback and communication to stakeholder group.</li><li>• Disaster recovery procedures closed.</li><li>• Results summarized, post mortem performed, and BCP/DRP updated (as needed).</li></ul>

*\*\*Timeframes will be dependent upon event severity levels, damage assessment, conditions/availability of resources.*

## Appendix A: Business Continuity Primary Contacts List

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The **critical team members** who would be involved in recovery procedures are summarized below.

Role	Name	Email Information	Contact Information
Incident Commander (IC)	Michael Ayars		
Incident Commander (IC)	Dave Cromwell		
Public Information Officer (PIO)	Brandi Tubb		
Section Chief - Operations	Huck Ihnat Jimmy Chapman		
Section Chief - Logistics	Kevin Augspurger Maury Malone		
Section Chief – Finance	Pam Smith Melissa Saale		
Section Chief - Sales	Matt Simmons Travis Noble		
Section Chief – Human Resources	Sunshine Petrone Michael Ayars		
Section Chief – Customer Support	Lisa Jameson Kelly Ayars		
Section Chief – Vendor	Dee Franken Angie Myer		

### Executive Team:

- Kevin Anderson – CEO
- Chad Senglaub – COO/CTO
- Jennifer Bergman – CFO
- Jason Adkins – President
- Matthew Wiltanger – General Counsel