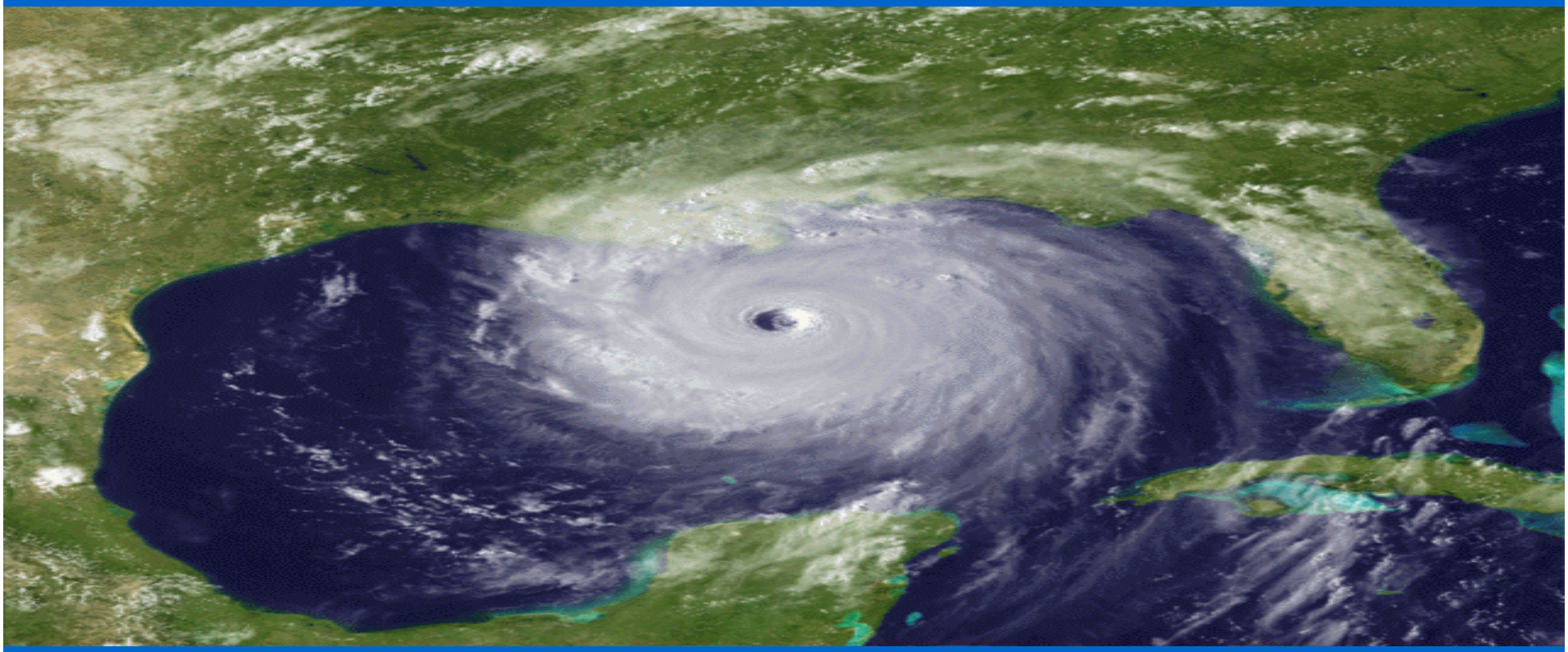
BELLSOUTH®



Emergency Response

Doug Langley
Director – BellSouth Security Strategy and Planning
June 8, 2006

Critical Infrastructure

Over 100k Dispatches/Day

56 Military Bases

276M Calls/Day

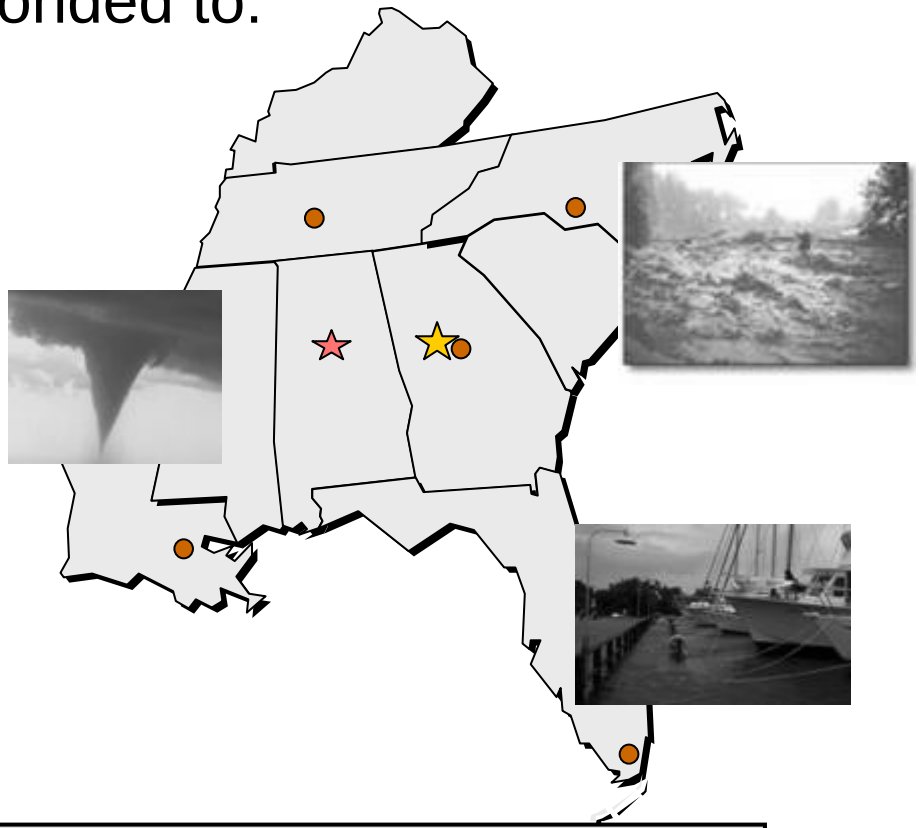
950 Hospitals

20% of the Nation's Critical Telecom Infrastructure

History of Response

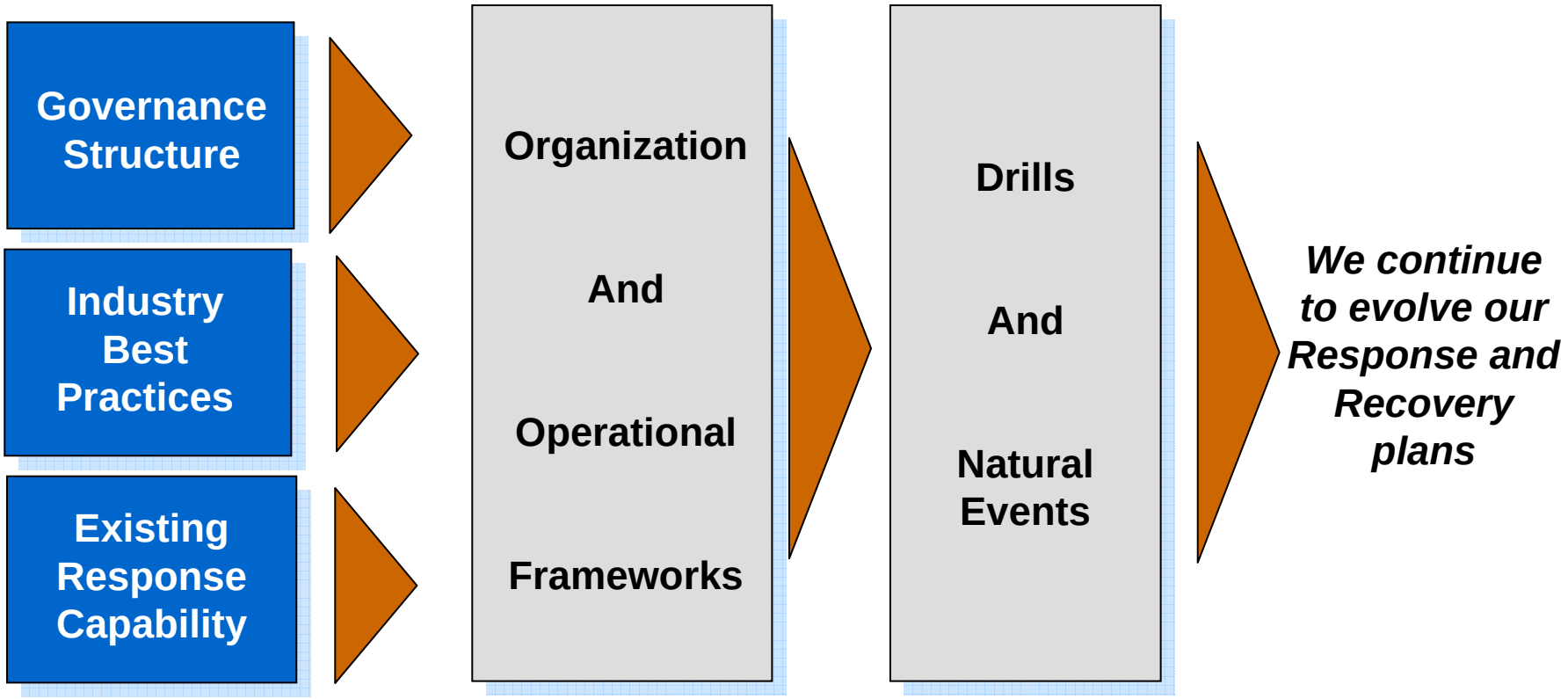
From 1992 – 2006, we have responded to:

- 24 Hurricanes
- 6 Ice Storms
- 5 Floods
- 2 Chemical Spills
- Florida Wildfires
- Countless Tornadoes

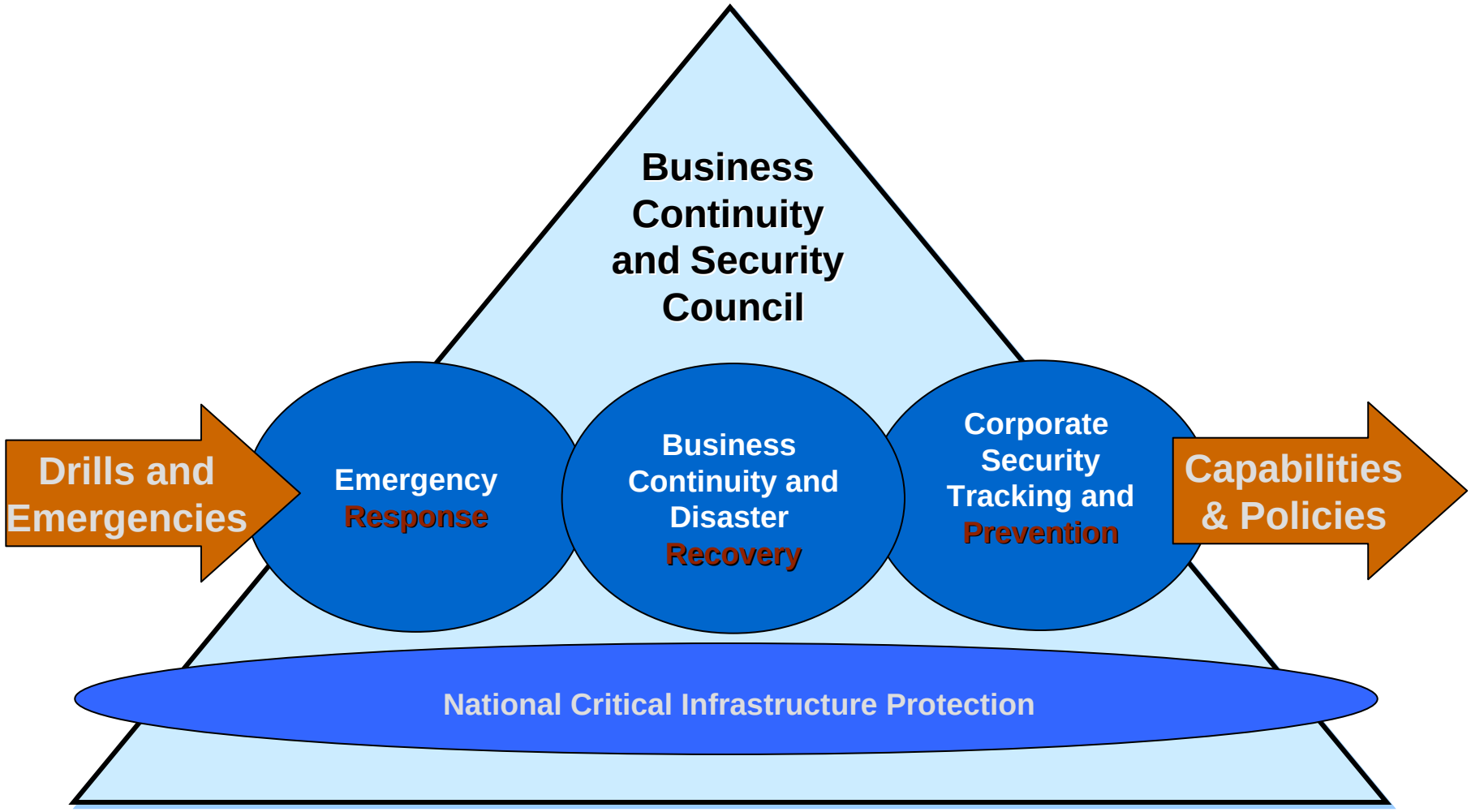


We had a good foundation but recognized that there continue to be new sets of challenges.

Emergency Management - Evolution



Governance Structure

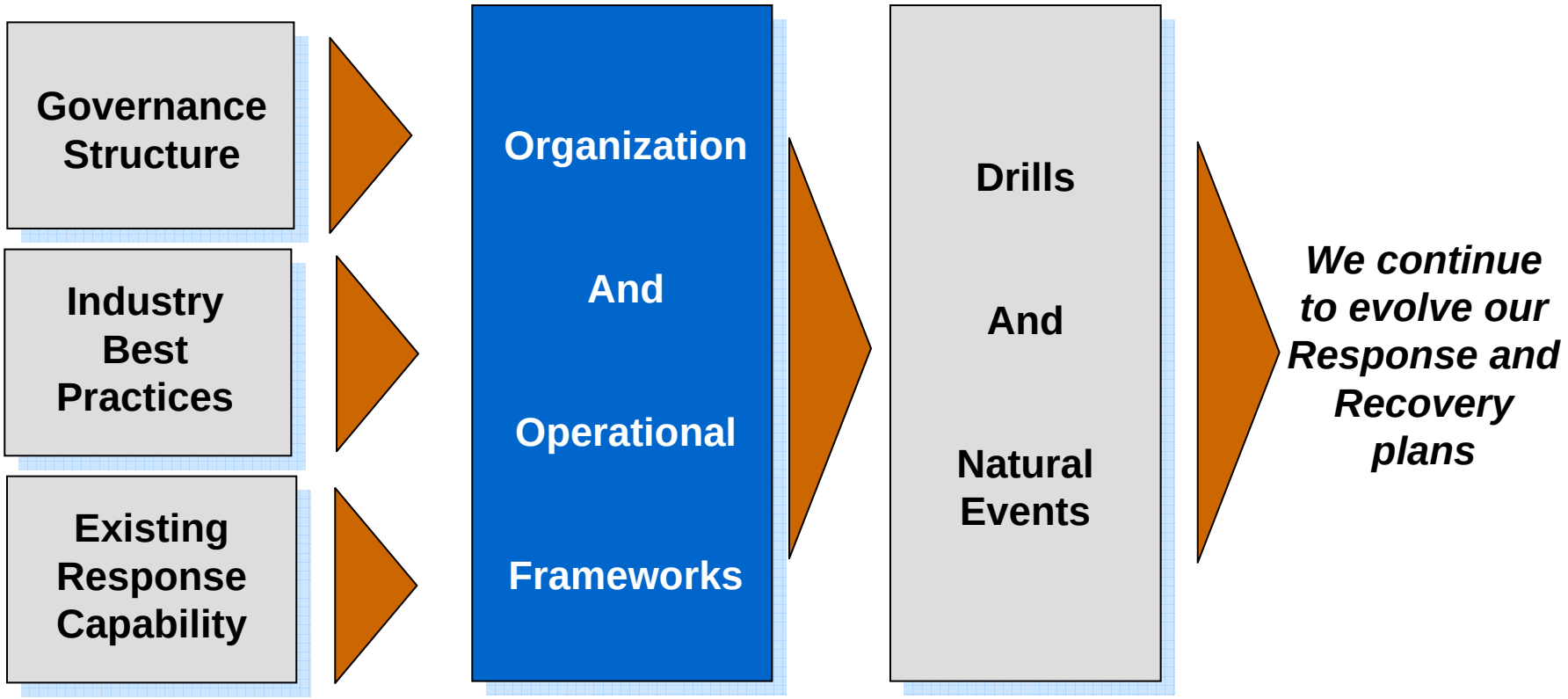


Response Capabilities

- 1200 Generators
- Primary and Backup Emergency Control Centers

- 5 State-wide Emergency Operations Centers
- Portable Microwave Tower

Emergency Management - Evolution



Emergency Management - Structure

Business Continuity and Security Council

Emergency Event:
- Command & Control
- Crisis Management
- Communications management

Security Team

Network Emergency Operations Center

Corp Real Estate & Services Crisis Team

Network Crisis Team

Information Technology Crisis Team

Public Relations Crisis Team

Business Continuity Crisis Team

Human Resources Crisis Team

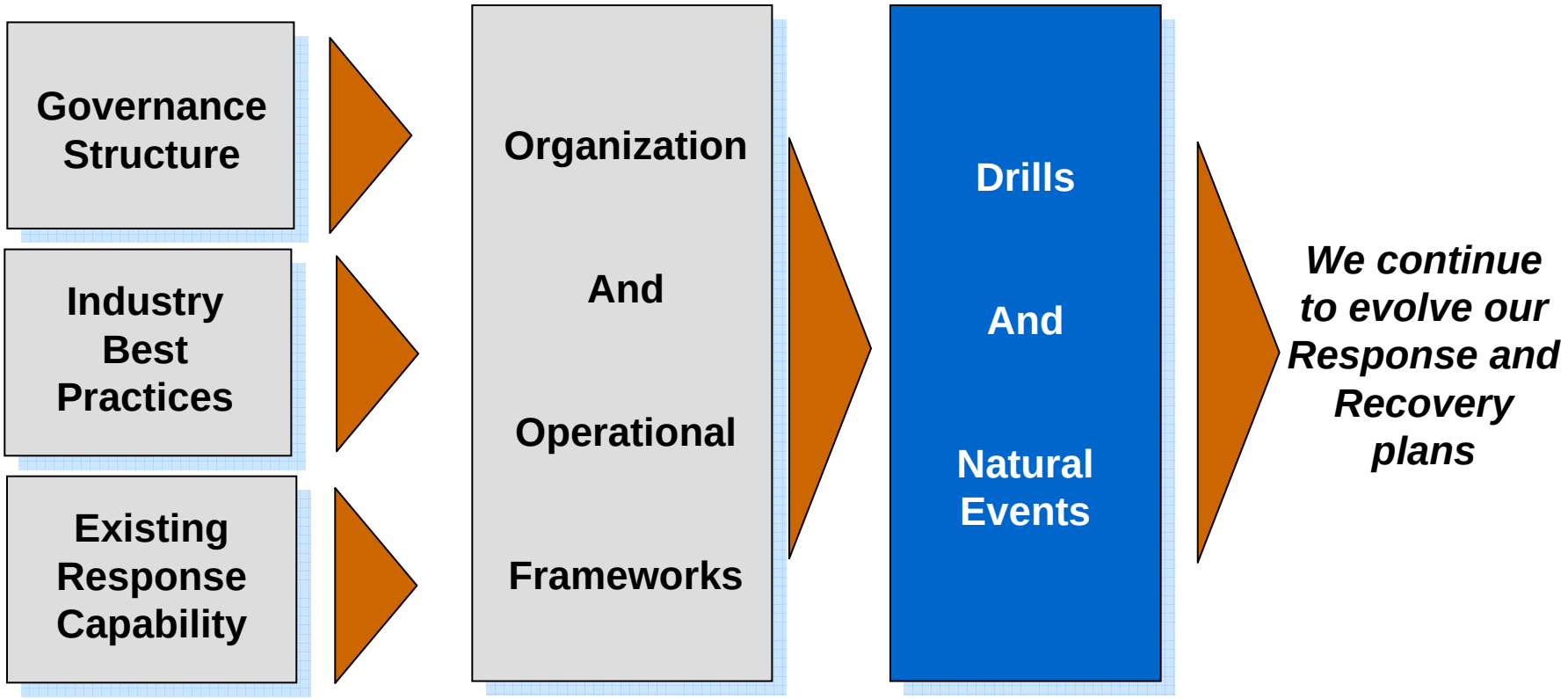
Hazmat Crisis Team

Physical Security Crisis Team

Supply Chain Crisis Team

Aviation Crisis Team

Emergency Management - Evolution



BellSouth Threat Assessment

	Cyber:	Crime:	Terrorism:	Natural Disaster:	Industrial Accidents:	Medical:	Civil Unrest
Threats	Intrusions Attacks	Workplace Violence Violent Crime Fraud Theft Misuse	Chemical Biological Radiological Nuclear Explosive	Hurricane Tornado Earthquake Flooding	Hazardous Materials Transportation	Epidemic Pandemic	Riots Looting Breakdown of local authority
Drills & Real Events	Nov 05 – Email Worm & Compromised Data **Drill** May 04 – Sasser Worm Feb 04 – Broadband DoS attack **Drill**	June 05 - Workplace Violence **Drill** Mar 05 – Threats from Fla ex-employee with firearm	June 05 – Anthrax in mailroom **Drill** Mar 05 – Bombs in 2 BLS Buildings **Drill** Mar 04 – 911 style attack in Atlanta **Drill**	July 05 – Dennis Aug 05 - Katrina Sept 05 - Rita Oct 05 - Wilma 2004 - 4 hurricanes	Jan 04 & May 04 – Chemical fires in Ga. June 04 – Chemical spill Jan 05 – Chemical spill in Graniteville	Feb 06 – Pandemic **Drill**	Aug 05 - Katrina

2002 – May 2006	Count
General & Executive Drills	29
Real Events	18
Total	47

Emergency Management 2006 Drill Plans

Scenario	Timing	Drill Focus
Flu Pandemic – infection is spreading. BellSouth response as impacts gets closer and finally when first employee is diagnosed	February	• **Security Team Drill** • Corporate response as BellSouth sees increased impact and finally has to address mass employee issues • HR, CRES, PR, etc., preparations • Gaps in existing policies and procedures
Communications Drill	May	• **Security Team** – 3N Notification test
Hurricane Preparedness – Are we ready?	May	• **Security Team Drill** • Ensure Crisis Team readiness • Katrina Lessons Learned implemented
Chemical spill at Charlotte Port due to hurricane	June	• **Security Team / HAZMAT Crisis Team** • HAZMAT Activation Decision Process • HAZMAT Chain of Command, Response, & Reporting
Corporate Airplane Crashes	July	• **Aviation Crisis Team & Core Security Team Drill** • Interaction of Aviation Crisis Team with Security Team and other Crisis Teams • Situation Management - skills and resources
Alternate communications drill – test communications capabilities with 2 way radios	July	• **Chairman's Council & Security Team Drill** • Drill utilizing 2 way radios for communications
Security Team Review of Corporate Aviation Disaster	August	• **Security Team Drill** • Understanding of policy changes • Identify corporate wide impacts and potential response gaps
Flu Pandemic – Activation of BC Plans	Aug/Sept	• **BC Crisis Team / Security Team** • BC Plans coordination across BUs – identify gaps and cross-BU issues
Communications Drill	October	• **Security Team** – 3N Notification test
Terrorism – 4 simultaneous explosions in Port of Miami and published threats of more planned across city. No BellSouth buildings involved in initial attacks.	November	• **Security Team Drill** • Building security decisions • Employee security decisions • Availability to manage all critical business functions

Emergency Management - Communication

Communications Bridges

Incident checkpoint briefings

Communications Hotlines

Ongoing status and information exchange

BellSouth Employee I'm Okay Line

Internal check to account for each employee

BellSouth Info-NOW

Ongoing status information to BellSouth employees

GETS

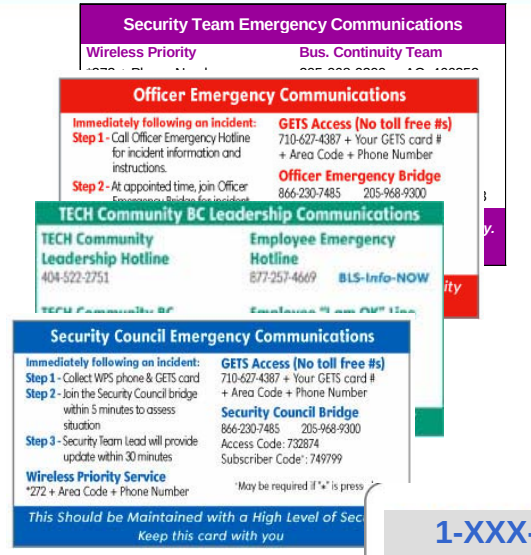
Increases probability of completing a wireline emergency call

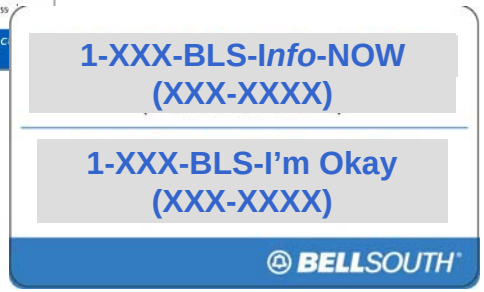
Wireless Priority Telephone

Increases probability of completing a wireless emergency call

Satellite Phones

Communications via satellite technology





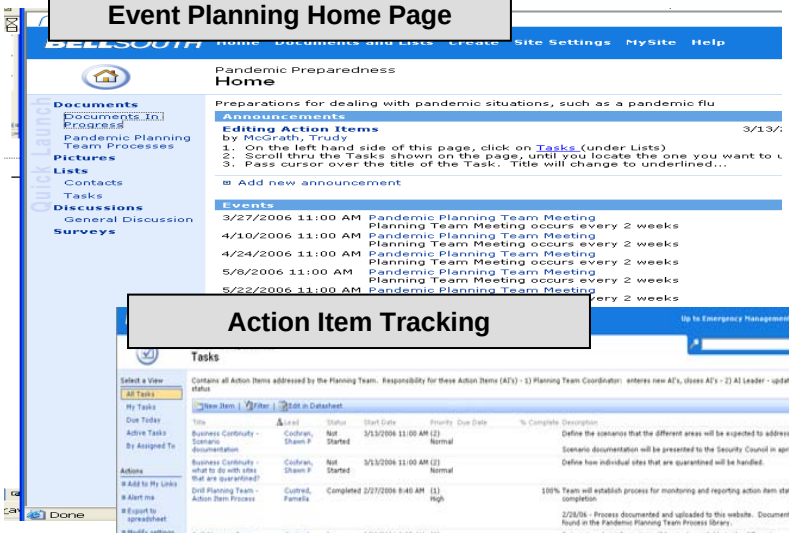
Hazmat Capability

- Screened 100 Applicants, Selected 18 Members
- Completed Over 25 Training Courses
- 300 Hours of Drills

Emergency Management - Tools

Event Planning

Event Planning Home Page



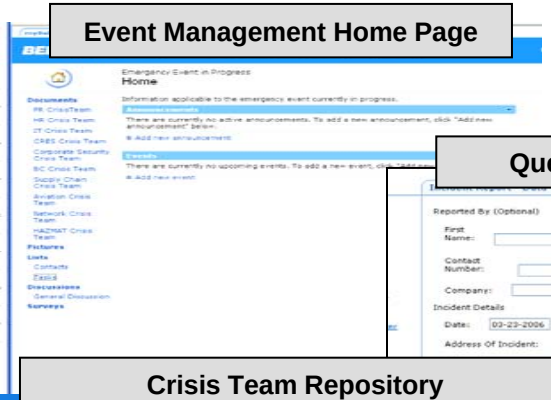
Action Item Tracking

Execution Playbook

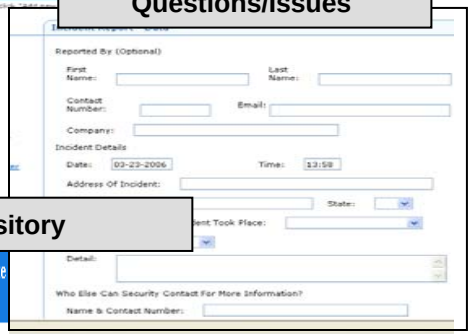
Situation Description	Actions
Virus being passed from human to human on other continents	International travel restriction issued Internationally stationed employees evacuated Offshore Governance Council monitoring all offshore operations. Security Team placed on alert BC Crisis Team activated, monitoring events, working with BUs to address: - Critical functions - Personnel availability - Supplies availability from JIT vendors - Telecommuting plans HR Crisis Team activated & evaluating policies to address response to widespread flu outbreak EHS issued recommendations: - Stockpile masks/gloves/protective supplies - Suppliers to utilize for protective supplies - Services changes (office cleaning, filter replacements, etc.) Supply Chain ordered supplies as definedby EHS Contract resources utilized by Network to meet increased orders for telecommuting Pre-defined Employee Communications Plan activated

Event Management

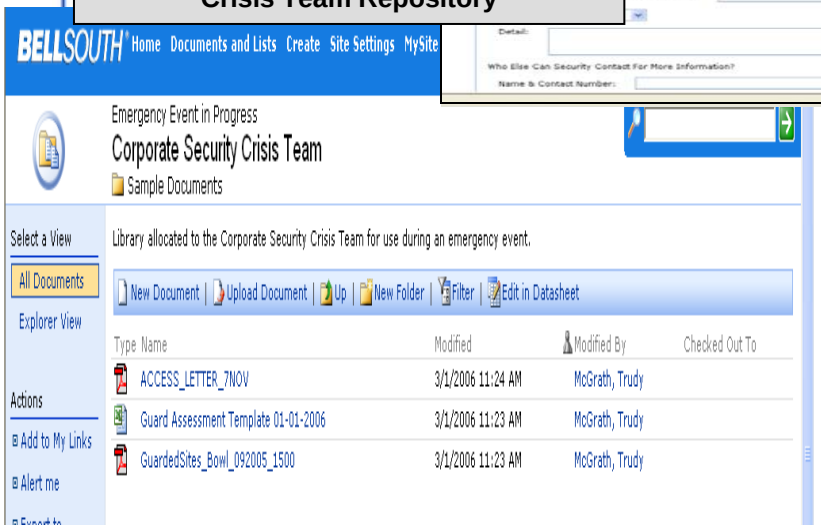
Event Management Home Page



Questions/Issues



Crisis Team Repository

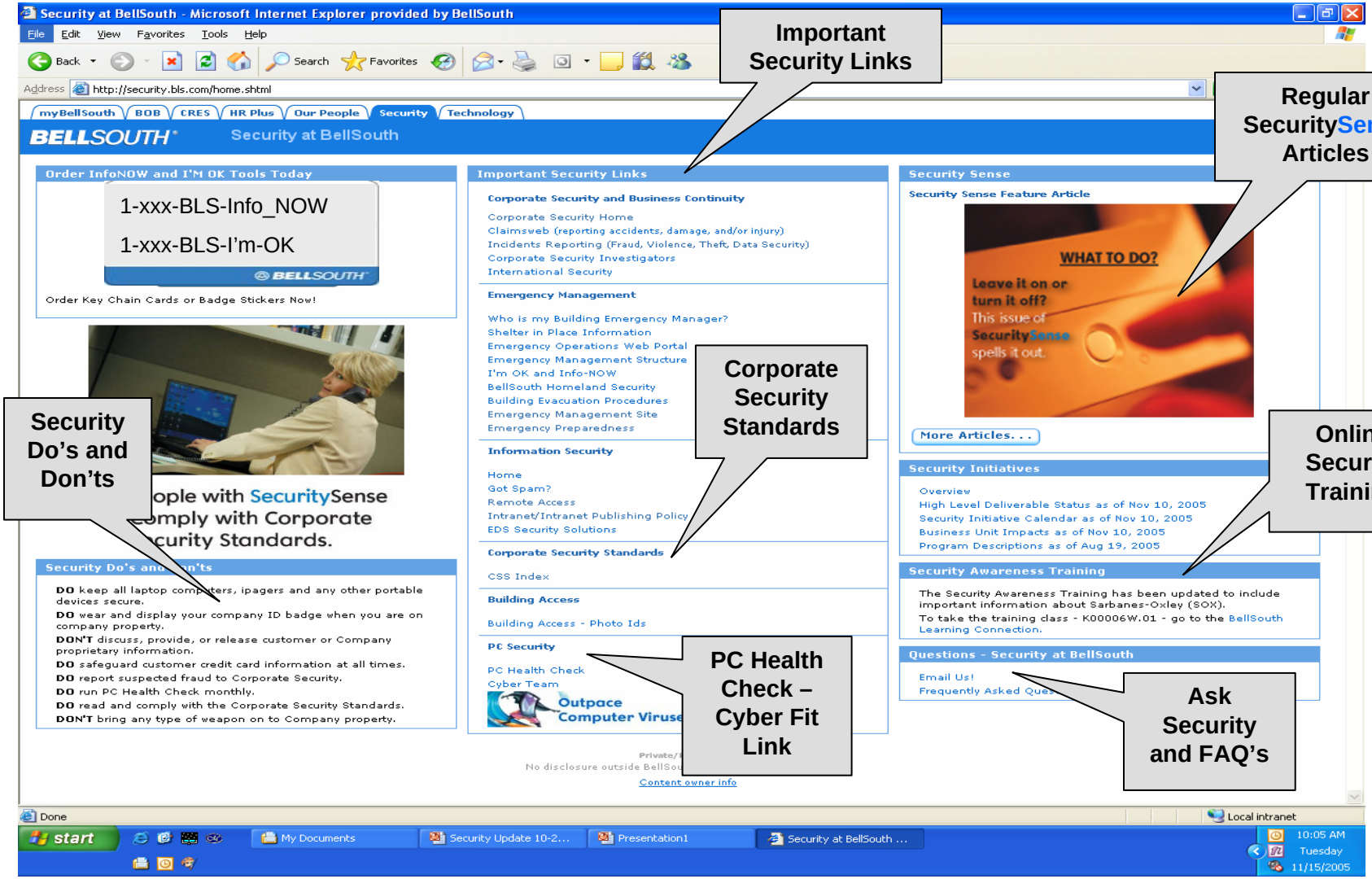


Emergency Management – Scenario Planning

	Scenario #1	Scenario #2	Scenario #3	Scenario #4	Scenario #5	Scenario #6	Scenario #7
	Virus being passed from human to human on other continents - with significant transmission levels	**First cases of human to human transmission of Avian flu in the United States confirmed – not in BellSouth region.**	**First infection confirmed in BellSouth region - not an employee**	**First BellSouth Employee infection confirmed - 1 metro area reporting infections**	**BellSouth Employee infections resulting in 5% of workforce absent for 2 weeks (Social Distancing in effect)**	**BellSouth Employee infections resulting in 25% of workforce absent for 2 weeks (Social Distancing in effect)**	**BellSouth Employee infections resulting in 40% of workforce absent for 3 weeks (Social Distancing in effect)**
Security Team	Team placed on alert	Security Team activated - daily meetings Security Council p and receiving daily team	Security Team remains activated -	Security Team remains activated -	Security Team remains activated	Security Team remains activated - meetings ity Council on alert and ving daily updates from team.	Security Team remains activated - daily meetings Security Council on alert and receiving daily updates from team.
HR	HR Crisis Team activated & evaluating policies to address response to widespread flu outbreak	Providing general				risis Team providing policy nce - continuing. oyee response center remains ted. rate wide absenteeism ing remains in place.	HR Crisis Team providing policy guidance - continuing. Employee response center remains activated. Corporate wide absenteeism reporting remains in place.
PR	Employee Communications Plan activated	Continue to execu Communications				ue to execute employee unications plan. Continue to ewsFLASH for enterprise- announcements. InfoNOW messages. or weekly updates to both et and Internet web pages, nding on news available. BTN and banners on BNN propriate.	Continue to execute employee communications plan. Use NewsFLASH for enterprise-wide announcements. Continue InfoNOW updates. Continuous updates to both intranet and Internet web pages. Continue BTN updates and banners on BNN as appropriate.
Corporate Security	International travel restrictions issued for certain locations if risk assessment of the transmission severity indicates it is warrented Internationally stationed employees evacuated if the risk assessment warrants evacuation Offshore Governance Council monitoring all offshore operations	International trave issued for certain assessment of the severity indicates Internationally sta evacuated if the warrants evacuati Offshore Governa monitoring all offs All non-essential restricted External Security information from: World Health Or Center for Disea Department of H Health & Human Impacted State a Emergency Mana				ational and domestic travel tions remain in effect . re Governance Council oring all offshore operations. tive Protection leadership uity plan remains activated rate security coordinates s to restricted areas if sary. security responds to potential nrest - coordiates with local nforcement al Security monitoring nation from: rld Health Organization ter for Disease Control (CDC) artment of Homeland Security th & Human Services acted State and Local gency Management Security coordinates with s to ensure that minimum ity guard manning ements are maintained	International and domestic travel restrictions remain in effect . Offshore Governance Council monitoring all offshore operations. Executive Protection leadership continuity plan remains activated Corporate security coordinates access to restricted areas if necessary. Corp security responds to potential civil unrest - coordiates with local law enforcement External Security monitoring information from: World Health Organization Center for Disease Control (CDC) Department of Homeland Security Health & Human Services Impacted State and Local Emergency Management Corp Security coordinates with CRES to ensure that minimum security guard manning requirements are maintained

	Scenario #3
	First infection confirmed in BellSouth region - not an employee
Security Team	Security Team remains activated - daily meetings Security Council on alert and receiving daily updates from team.
HR	HR Crisis Team providing policy guidance for: - Employees who refuse to come to work - Supervisor's ability to send employee exhibiting flu symptoms home - Employee requesting to go home due to coworkers exhibiting flu symptoms Corporate wide absenteeism reporting process activated
PR	Continue to execute Employee Communications Plan - Leadership Team communication via BTN - Director and above letter distributed - NewsFlash published
Corporate Security	International travel restrictions issued for certain locations if risk assessment of the transmission severity indicates it is warrented Internationally stationed employees evacuated if the risk assessment warrants evacuation Offshore Governance Council monitoring all offshore operations All non-essential domestic travel restricted External Security monitoring information from: World Health Organization Center for Disease Control (CDC) Department of Homeland Security Health & Human Services Impacted State and Local Emergency Management

Ongoing Security Awareness



Ongoing Security Awareness

Real Events – Hurricane Katrina

August 30, 2006

Real Events – Hurricane Katrina

Real Events – Chemical Spill

Graniteville Crash Site

Real Events - Chemical Spill

Chemical Spill Surrounding Area

Central Office
Graniteville, SC

Approximately
200 yards

Chemical Spill Site

Real Events – Chemical Spill

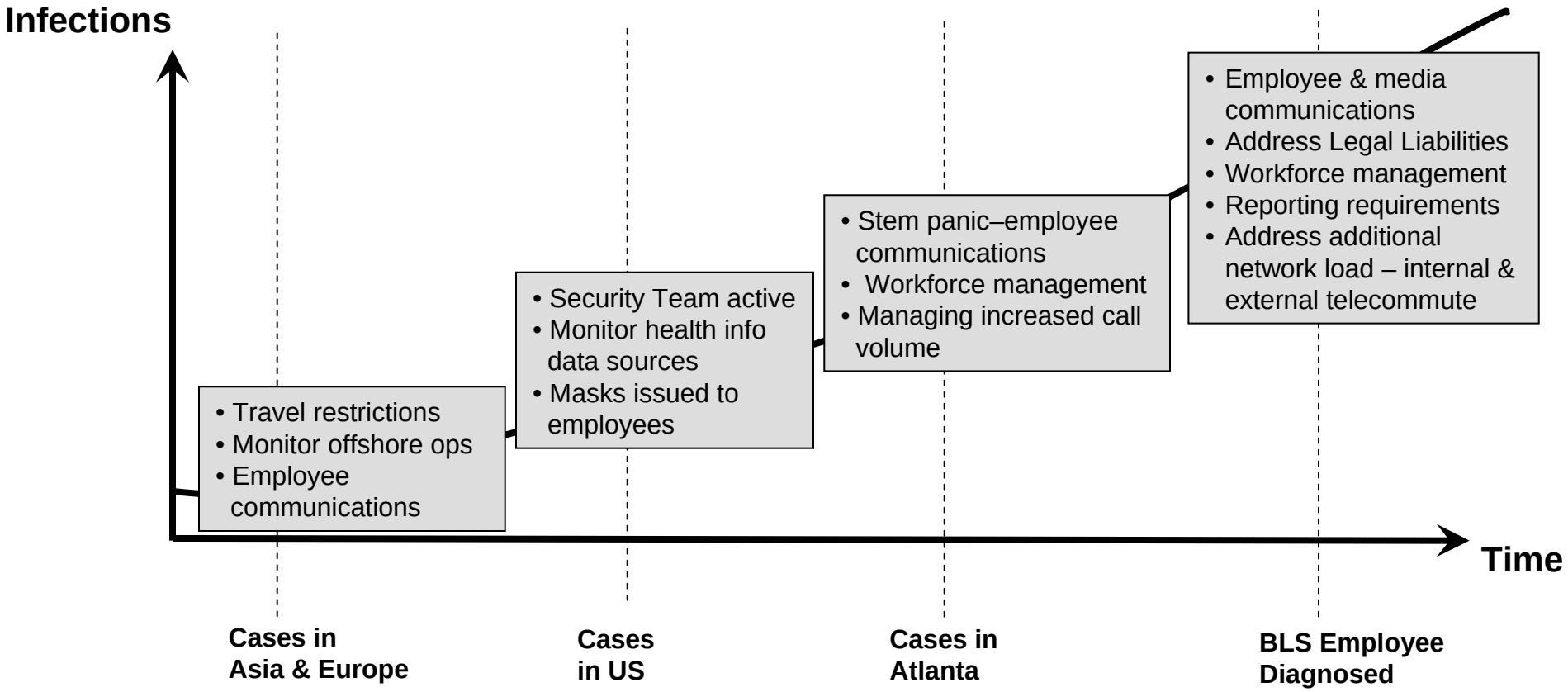
CO Air Filter Replacement

Real Events – Computer Worms & Viruses

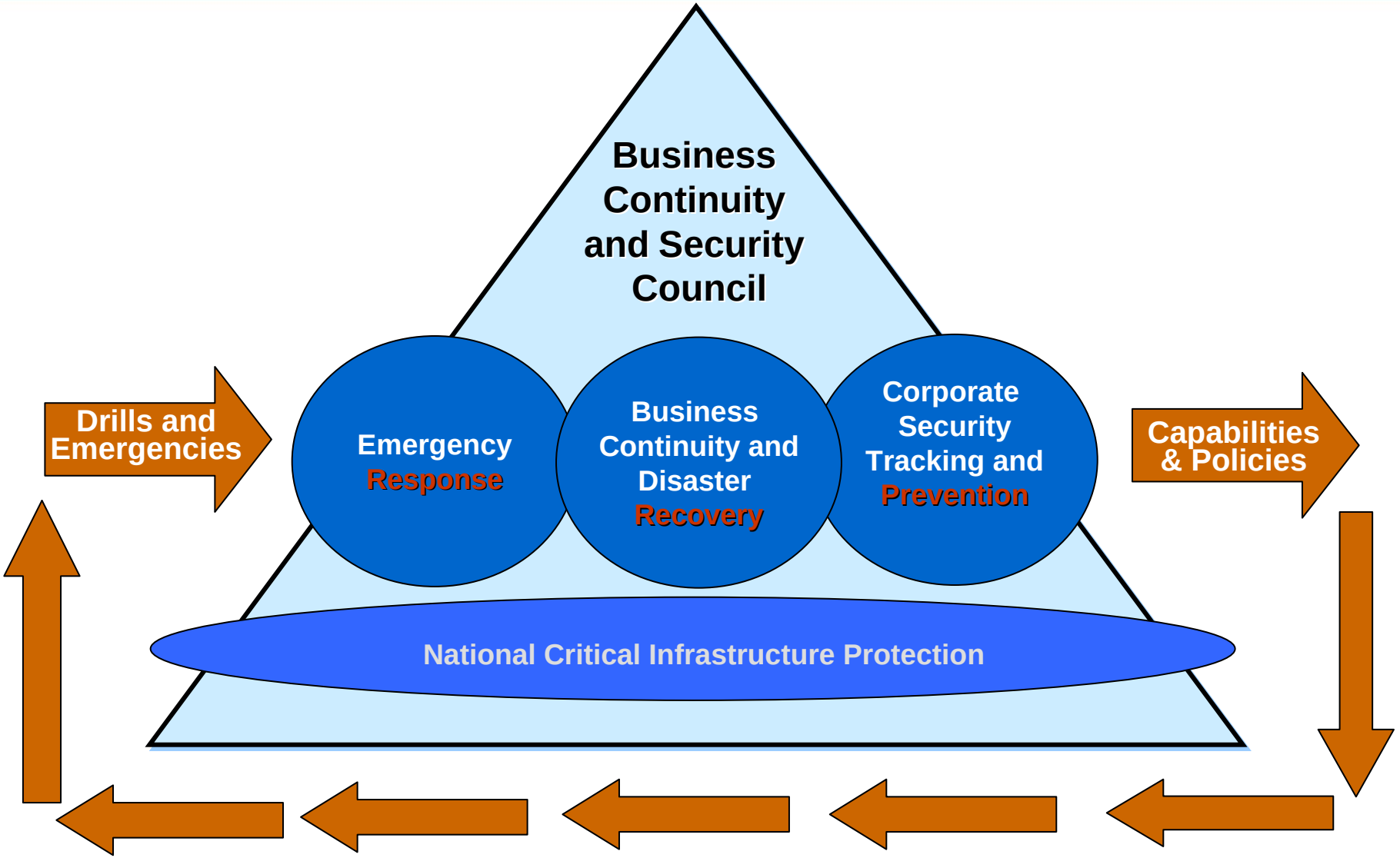
Call 1 XXX BLS Info NOW for Instructions

Pandemic Planning – Event Across Time

New Challenge - Response activities will be required over an extended period of time



Emergency Management Continuum

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