

## **Business Continuity**

At C Spire Wireless, we have developed a network disaster recovery program to help guide our efforts to restore vital wireless communications services for our consumers, businesses, government agencies and other priority communications.

The program can be activated to deal with a variety of disasters, including tornadoes, ice and snow storms, hurricanes, straight line winds, flooding and other severe weather events or natural disasters.

### **Helping your business maintain and recover communications**

- View an overview of C Spire's network disaster recovery program, team and equipment and information about recent deployments and exercises.
- Download C Spire's business continuity preparedness handbook
- Learn how to implement a holistic business continuity and recovery plan with C Spire's business continuity planning checklist:
  - Set up call forwarding to an alternate location as a hotline for employees, their families, customers, vendors and suppliers to call for updates on your business status and emergency planning.
  - Maintain an updated employee contact list, including home and cell phone numbers and e-mail addresses.
  - Protect mission-critical data, hardware and records by periodically backing up files to an off-site location. Use a generator as backup power for computer hardware and other essential equipment. To aid a prompt business recovery, have a plan ready to implement for replacement of damaged hardware.
  - Train employees on evacuation and shelter plans. Establish a backup location for your business and an employee assembly point.
  - Use a crisis-management team to coordinate efforts with nearby businesses and building management. Develop and implement a plan for supply chain continuity for essential elements of your business.