



# CONTINGENCY PLAN

## Goal

Determine the resources, documentation and communication procedures necessary for a smooth and efficient reaction to a business interruption within due to natural disasters, fire, war, etc. ("Contingency Plan"). On an annual basis, review, update and communicate plan to employees. The plan is not meant to provide answers up front to numerous questions but rather to raise all of the appropriate issues to guide a decision-making process in the event of a disaster.

In case of an emergency, each of the following issues needs to be addressed:

## Table of Contents

<b>Systems Strategy .....</b>	<b>1</b>
<b>Communications Strategy .....</b>	<b>4</b>
<b>Facilities .....</b>	<b>5</b>
<b>Voice-Mail Transfer Procedures .....</b>	<b>7</b>
<b>Employee Department Listing.....</b>	<b>8</b>
<b>San Francisco Office Floor Layouts.....</b>	<b>9</b>
<b>Telephone &amp; Voice Mailbox Numbers.....</b>	<b>11</b>

This Contingency Plan is provided to all Callan employees. In addition, it is posted on the Callan Intranet (Cave) under Internal/Contingency Plan. Callan department managers are provided a password to access the Emergency Contact List.

This plan is reviewed and updated annually. Last review/update of entire plan – May 25, 2005.

## Systems Strategy

Below are the policies and procedures for systems continuity and recovery in the event of a disaster. This section is broken into two components: Business Continuity Plan and Systems Recovery Procedures. Marie Berndt, Systems Manager, or Ivan Cliff, Operations Manager, will initiate these policies and procedures in the event of a disaster.

### **Business Continuity Plan:**

Callan's corporate computer center is in San Francisco. Callan has a wide area network and systems in four remote business sites. Full system and database backups are performed daily in San Francisco and at each remote site. Backup tapes are stored off-site on a weekly cycle. San Francisco retains the previous week's backup tapes for each remote site. San Francisco backup tapes are shipped to a third party off-site storage company. Callan plans to upgrade the off-site tape storage service to a Disaster Readiness Response level. This would give Callan priority access to retrieve tapes as well as pre-defined shipping to a specified recovery site.

Callan employees have remote access to Callan's data services. In the event of a loss of a remote site, employees would connect to San Francisco remotely and the site's latest backups would be restored from tape within one to two days. In the event of a loss of the San Francisco corporate office, recovery procedures would be implemented at a remote business site with Chicago as our primary alternate site. San Francisco tapes can be retrieved from off-site storage within two to four hours and then shipped to a remote site for restoration. HP Recover-All support service gives Callan priority-one coverage, a four hour response time on hardware support and a guaranteed 72 hour replacement of damaged systems that would be shipped to our site or an alternate processing site. If the San Francisco's computer center is completely unavailable, Callan expects to restore critical business services at our alternate site within five to 10 business days.

While Callan is restoring data services, Internet e-mail will be spooled and retained until the e-mail server is restored. Full Exchange Mail Server backups are completed daily. Restores from current backups are tested monthly. Research for a remote site mirrored Exchange Mail Server is in process. Callan expects to install a backup e-mail server within the next year. Work is also in process to replicate a full or working copy of Callan's web site at a remote alternate site.

Callan has a secondary database server for development and testing purposes. Work towards replicating the Production databases on this secondary server and the feasibility of relocating this system to an alternate site is being investigated.

Callan has a current project to migrate Callan's Host-Based Firewall to a redundant Cisco PIX Firewall. Implementation is planned within the next two months. If one PIX Firewall is down, it will fail over to a redundant PIX Firewall.

All key Callan employees have desktops or portables off-site for communications and reporting capability while full data services are being restored.

Callan is currently refining and upgrading the business continuity plan. Test restores of backup tapes are completed on a regular basis. Fail over services once implemented will be tested yearly and products and services in the business continuity plan will be kept current.

Other administrative and operational procedures have been defined to ensure business continuation.

**Systems Recovery Procedures: Loss of San Francisco Data Center**

Initiate first phone contact and follow emergency calling order

Call Insurance (Susan Taylor)

Start Site recovery at San Francisco or backup Chicago site

Activate HP Recover-All maintenance service for repair or replacement of Server Room damaged equipment and system installation and verification. (4 hour response to 72 hours replacement of damaged systems) (Marie Berndt, Mark Kattalia, Joel Schwarz)

Description of HP Recover-All coverage

- Guaranteed 72-hour response for delivery of replacement equipment, shipped to your site or alternate processing site.
- Damaged equipment repaired or replaced on a "priority-one" basis
- Reimbursement for disaster-related expenses such as: environmental consulting, relocation of undamaged equipment, debris removal, fire protection system, software restoration, alternate processing site, extra expenses, loss of facility access, coverage for system intrusion
- Exclusions: war, nuclear accident, fraud, damaged or defective media, unauthorized repairs, obsolescence, programming errors, underground cables, or cables in wall, floors or ceilings

Call DataSafe to retrieve previous Wednesdays or Thursday backup tapes (Sal Jacob, Vicente Pacis)

Call DataSafe to retrieve necessary software licenses in remote storage

Call Cisco for network Switches, routers and VPN repair or replacement

Call VoicePro for voicemail system repair or replacement, reconfigure or restore backup

Call AT&T to order WAN T1 circuits (2)

Call Capitol Communications for internal wiring repairs

Call SBC for voice circuit repairs

Call Earthlink to order Internet T1 circuit

Call Xerox to repair or replace Copy Center equipment (Gerry Antonio)

Call Gateway to repair or replace Callan desktops and portables (Joel Schwarz, Robert Vasquez)

**Systems Recovery Procedures: Lost of Remote Site Data Center (Morristown, Atlanta, Chicago, or Denver)**

Initiate first phone contact and follow emergency calling order

Call Insurance (Susan Taylor)

Activate HP Recover-All maintenance service for repair or replacement of damaged equipment and system installation and verification. (4 hour response to 72 hours replacement of damaged systems)

Retrieve site's latest backup tapes from San Francisco

Call Cisco for network Switches, routers and VPN repair or replacement

Call AT&T to order WAN T1 circuit

Call AT&T to order Internet T1 circuit (Chicago)

Contact Site Voicemail vendor

## Communications Strategy

Document the necessary steps for effective and efficient communication to employees and clients in the event of business interruption in the SF office. For both employee and client communications, Ron and EVPs will determine the extent of the interruption of Callan business operations and then develop a plan of action taking into consideration the following items:

### For Clients:

- Does the crisis call for immediate communication via emergency fax by Ron to our clients? If not immediately, should some form of communication go out to clients within a period of time of the crisis? When?
- Who will draft such communication?
- Who will forward such communication? Ron? Consultant? Corporate?
- Will the communication go out via fax, telephone, mail and/or e-mail?
- Do we need to use the redundant site (i.e., Chicago) for sending communication out via telephone, fax, mail, and/or email?

### For Employees:

Ron will begin the phone chain whereby calling all EVPs; EVPs then call their direct reports and the chain continues as all supervisors call their direct reports so that all employees are informed at their home and office numbers. The message conveyed to employees will take into consideration:

- Will the SF office be closed? If so, for how long?
- San Francisco main phone:
  - Do we need to maintain administrative staff in SF to man the phones or for other business operations?
  - Change the corporate voicemail greeting? Can do this remotely.
  - Do we need to forward the main SF number to an alternate location? Another Callan office? Can do this remotely.
  - Do we need to access and distribute the voicemails left in the corporate mailbox? Can do this remotely.
- The communication plan for clients will be relayed to employees.
- To what extent is the contingency plan for systems implemented and what will be communicated to employees
- Should a written communication be emailed (both to work and home email addresses) to employees within a period of time of the crisis? When?
- Who will draft such communication?
- Who will forward such communication? Ron? Corporate?

## Facilities

Each office should have an emergency supply bin. These supplies should be reviewed and refreshed annually.

### **Emergency Supplies:**

**See next page for inventory and location.**

**Note that The Survival Kit for each person consists of the following:** Food—Individually packed bars contain all the essential vitamins and minerals plus they taste like a cookie; Water—6 Individual seal tight bags of fresh drinking water; Blanket—Lightweight & Compact Blanket retains 90% of body heat. Can double as rain poncho or shelter. Size 52" x 84"

## EMERGENCY SUPPLIES INVENTORY AND LOCATION

By Office

<u>INVENTORY</u>	<u>LOCATION</u>					
	<u>SF-34th Floor</u>	<u>SF-35th Floor</u>	<u>Chicago</u>	<u>New Jersey</u>	<u>Atlanta</u>	<u>Denver</u>
<b>The Survival Kit for each person</b>	Closet outside men's room; Quant Kitchen	SF Consulting Kitchen	Telephone/Sto rage Closet (door nearest to entrance)	Computer Room	Kitchen	Break Room
<b>Flashlights for each person</b>	Every desk; Mailroom	Every desk; SF Consulting Kitchen	Every desk; Telephone/Sto rage Closet (door nearest to entrance)	Computer Room	Every desk; Kitchen	Every desk; Break Room
<b>Batteries</b>	Mailroom	Mailroom (on 34)	Telephone/Sto rage Closet (door nearest to entrance)	Computer Room	Kitchen	Break Room
<b>Radios</b>	Mailroom	Mailroom (on 34)	Telephone/Sto rage Closet (door nearest to entrance)	Computer Room	Printer Room	Break Room
<b>Bottled Water</b>	All Kitchens	All Kitchens	Telephone/Sto rage Closet (door nearest to entrance)	Computer Room	Kitchen	Break Room
<b>Large First Aid Kits</b>	GMR Kitchen; Copy Room; CRS Kitchen; Don Rhett; Susan Kern; Julia Moriarty	Main Kitchen; Accounting Kitchen; SF Consulting Kitchen; Rosanna Sangalang	Telephone/Sto rage Closet (door nearest to entrance)	Computer Room	Kitchen	Break Room
<b>Rubber Gloves</b>	Mailroom	Mailroom (on 34)	Telephone/Sto rage Closet (door nearest to entrance)	Computer Room	Kitchen	Break Room
<b>Face Masks</b>	Mailroom	Mailroom (on 34)	Telephone/Sto rage Closet (door nearest to entrance)	Computer Room	Kitchen	Break Room

## Office Phone & Voicemail Transfer Procedures (SF)

If there is an emergency and you don't have access to your office phone and/or voicemail, activate call forwarding to re-direct incoming calls to another number.

### Important Notes before you begin:

- You can activate or deactivate the call forwarding feature from any telephone inside or outside the company.
- When you activate the feature, be sure to answer the forwarded-to phone appropriately and/or leave an appropriate outgoing message.
- If the forwarded-to number does not have voicemail/answering machine, incoming calls will be lost if you do not answer.
- Be sure to deactivate the feature when no longer needed.
- Don't forward calls to a long-distance number without reason. If a long-distance number is used, long-distance charges will be incurred.
- Follow the activation/deactivation procedures on the following page.

### Activate call forwarding:

Action/Prompt	Enter	Comments
Dial	<b>3008</b>	274-3008 or 1(415)274-3008 if calling from outside line "Please enter the 4-digit telephone number to forward followed by your PIN number"
Enter	nnnn	This is the extension number you are trying to forward to another number (i.e., last 4 digits of your office phone number). Your PIN number is the last 4 digits of your extension number; not your telephone security code. <u>Exception:</u> If the first digit is 0 (zero) replace it with a 1 (e.g., 0123 becomes 1123). This is a telephone company restriction.
Enter	xxxx	
{Long Pause}		"Please enter a code to activate or deactivate call forwarding."
Enter	<b>190</b>	
{Long Pause}		"Calls to your telephone will be forwarded to another number. Please enter this number now."
Enter	e.g., 915105551212	Forward-to number. It must start with 9, followed by 1, area code, and the 7-digit telephone number.
{Long Pause}		"Calls to your telephone will be forwarded to <number you just entered>. To confirm this press 1, to forward to a different number press 2, to cancel this please hang up now."
		Assuming you pressed 1, you will hear "BEEP BEEP DIALTONE" (all is well).

### Deactivate call forwarding:

Action/Prompt	Enter	Comments
Dial	<b>3008</b>	274-3008 or 1(415)274-3008 if calling from outside line "Please enter the 4-digit telephone number to forward followed by your PIN number"
Enter	nnnn	This is the extension number you had previously forwarded to another number (i.e., last 4 digits of your office phone number). Your PIN number is the last 4 digits of your extension number; not your telephone security code. <u>Exception:</u> If the first digit is 0 (zero) replace it with a 1 (e.g., 0123 becomes 1123). This is a telephone company restriction.
Enter	xxxx	
{Long Pause}		"Please enter a code to activate or deactivate call forwarding."
Enter	<b>195</b>	
{Long Pause}		"BEEP BEEP DIALTONE" (all is well).
		Be sure to wait for this confirmation or your change will not happen.

## CALLAN ASSOCIATES INC. PERSONNEL LIST BY DEPARTMENT

*As of 11/29/2007*

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Anh Du Tran  
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Rosanna Sangalang

# San Francisco 34th Floor Layout

Updated November 28, 2007



# San Francisco 35th Floor Layout

Updated November 28, 2007





# TELEPHONE & VOICE MAILBOX NUMBERS

**SAN FRANCISCO**

101 California Street, Suite 3500  
 San Francisco, CA 94111  
**Security:** 415-393-4503  
**Building Messenger Center:** 398-3406  
**101 STATUS HOTLINE:** 866-419-4450

3074 .... ABESAMIS, Bo  
 3085 .... ADRIANO, Nemencio  
 3060 .... ALLEN, Greg  
 3023 .... ANDERSEN, Mark  
 4193 .... ANTONIO, Gerry  
 4122 .... APIGIAN, Michael  
 4157 .... ARMSTRONG, John  
 4002 .... BAKER, Kimberly  
 4119 .... BANSAL, Amit  
 3027 .... BANUELOS, Allie  
 4124 .... BAUTISTA, Maria  
 3051 .... BECK, Matt  
 3064 .... BELL, Michael  
 3079 .... BERMAN, Ezra  
 4115 .... BERNDT, Marie 415-227-2969\*  
 3024 .... BIRCHARD, Roy  
 4127 .... BISE, Michael  
 3092 .... BISHOP, Jeff  
 4129 .... BLASINGAME, Scott  
 3050 .... BONNETTE, Dave  
 3097 .... BROWN, Toni  
 3035 .... BROWN, Warren  
 4005 .... CALLAHAN, Jim  
 3016 .... CALLAN, Ed  
 4012 .... CHAO, Christine  
 4103 .... CHEN, Haichi  
 4132 .... CHERNIK, Kira  
 4162 .... CHRISTOPULOS, Deanne  
 4194 .... CIRIMELE, Dante  
 3091 .... CLIFF, Ivan (Butch)  
 3086 .... CLIFF, Kelly  
 4161 .... COBANOGLU, Selvi  
 4154 .... COMBS, Raymond  
 3022 .... CONSIDINE, Brent  
 4123 .... COSTELLO, Matt  
 3029 .... CUNNIE, Kathleen  
 4102 .... DANG, Tammy  
 4163 .... DAVISON, Eric  
 4174 .... DE LUCE, Ann  
 4196 .... DEFORREST, Greg  
 3031 .... DUNLEAVY, Tony  
 3021 .... EGAN, Brendan  
 4152 .... EISENHARDT, Tanja  
 3071 .... ELLEMENT, Jason  
 4128 .... ELLIOT-HEITMAN, Kristi  
 3014 .... ESHABARR, Minerva  
 4013 .... ETCHEVERRY, Lauren  
 3093 .... FALSETTO, Gina  
 4120 .... FITZENHAGEN, Lin  
 3032 .... FLORES, Eileen  
 3040 .... FORTUNO, Maria  
 3070 .... FRONDA, Grace  
 3075 .... FU, Brian

415-974-50604158 .... GLASGOW, Susan  
 3090 .... GREENSTONE, Diana  
 4108 .... HALES, Shirley  
 3084 .... HARRIS, Karen  
 4011 .... HONG, Chae  
 3057 .... ISERI, Andy  
 3082 .... JACOB, Sal 415-305-7539\*  
 4125 .... JENKINS, Molly  
 3067 .... JOE, Madelyn  
 3080 .... JUNG, Lyman  
 4145 .... JUROW, Perry  
 3099 .... KATTALIA, Mark 415-786-5144\*  
 3053 .... KERN, Susan  
 3038 .... KLOEPFER, Jay  
 3034 .... KMETZ, Brian  
 3089 .... KWEI, Eileen  
 3063 .... KWONG, Michael  
 3054 .... LAI, Simon  
 4176 .... LEE, Connie  
 4109 .... LEE, Sean  
 3068 .... LEUNG, Anne  
 4184 .... LY, Jayme  
 3011 .... MALINOWSKI, Nancy  
 3083 .... MARCHESE, Isabel  
 3059 .... MASS, James  
 3087 .... MCGURK, Paul  
 3041 .... MCKEE, Jim  
 3028 .... MEERSCHAERT, Wally  
 4178 .... MEYER, Brett  
 3043 .... MIKKELSEN, Janice  
 4121 .... MILLS, Adam  
 3038 .... MORIARTY, Julia  
 4199 .... MYHRE, Chad  
 3069 .... NEETZEL, Cynthia  
 4172 .... NGAI, Lana  
 3058 .... PACIS, Vicente 650-544-8408\*  
 4155 .... PADUA, Helen  
 3019 .... PEYTON, Ron  
 4126 .... PHILBIN, Nicholas  
 3010 .... PIERCE, Barry  
 4197 .... POLLARD, Tim  
 4198 .... RANSDALL, Jessica  
 4002 .... RECEPTION  
 3037 .... ROBERTSON, Gary  
 4195 .... SALSTROM, Jon  
 3044 .... SANGALANG, Rosanna  
 4010 .... SCHAEFER, Mary  
 4133 .... SCHMELZER, Matt  
 4116 .... SCHWARZ, Joel 415-377-5635\*  
 3095 .... SHAW, Robert  
 4141 .... SHEN, Jamie  
 3077 .... SMITH, Bill  
 3009 .... SNYDER, Sarah  
 4117 .... SOLIS, Maggie  
 3039 .... SOYOGUZ, Alpay  
 3012 .... STAHL, Mark  
 3081 .... STEELE, Denise  
 3026 .... SWEET, Inga  
 3088 .... TADLOCK, Michael  
 3073 .... TANIHARA, Dianne

4150 .... TAYLOR, Susan  
 3042 .... THOMPSON, Jerome  
 4173 .... TORKELSEN, Nicole  
 3078 .... TRAN, Anh Du  
 4175 .... UNGERMAN, Greg  
 3076 .... VAN FOSSEN, Lorna  
 4006 .... VAN HEUIT, Jim  
 4179 .... VASQUEZ, Roberto 415-232-0981\*  
 3007 .... WAGNER, Anna  
 3098 .... WRIGHT, Fionnuala  
 4156 .... YIP, Stephen  
 3072 .... YU, Vivian  
 3056 .... YUEN, Georgina

***35<sup>th</sup> Floor***

4136 .... O'Leary Conference Room  
 3046 .... Tansey Conference Room  
 3018 .... Hippo Room  
 3013 .... Shasta Conference Room

***34<sup>th</sup> Floor***

3094 .... Computer Room  
 4138 .... Solis Media Room  
 4130 .... Sierra Conference Room  
 4142 .... Yosemite Conference Room  
 4140 .... Lassen Conference Room  
 3085 .... XEROX/XBS

**FAX NUMBERS:**

Comm./CII: ..... 415-274-3049  
 CRS: ..... 415-291-4019  
 Database: ..... 415-291-4018  
 HR Confidential: ... 415-291-4114  
 Main: ..... 415-291-4014  
 Quant: ..... 415-291-4017  
 Peyton, Ron ..... 415-291-4015  
 San Diego: ..... 760-632-8790  
 SF Consulting: ..... 415-291-4016

**PEP HELP DESK: 415-541-4191****CONFERENCE ROOMS/LINES:**

Email/call in requests to Roy Birchard;  
 Tony Dunleavy or Maria Fortuno

**Periodic Tables: 3045**

\* **PAGERS:** Dial pager number. Greeting message plays and you will have 2 options: 1) dial your phone number or extension; 2) leave a voice mail message.  
 • **DIRECT LINE:** If the first number of your extension is "3", your direct line is 274+ your extension; if the first number of your extension is "4", your direct line is 29+

(OVER PLEASE)



## TELEPHONE & VOICE MAILBOX NUMBERS

**ATLANTA OFFICE**

300 Galleria Parkway  
Suite 950  
Atlanta, GA 30339  
**800-522-9782**

**770-618-2140**

FAX: 770-618-2141  
770-618-2142

**DIRECT LINES**

ANDERSON, Elaine .....	1-770-618-2150
BAUER, Greg .....	1-770-618-2147
CARR, John .....	1-770-618-2148
KRIMMEL, John .....	1-770-618-2152
LOVETT, Betty .....	1-770-618-2151
PICKELSIMER, Lisa .....	1-770-618-2145
TROUP, Paul .....	1-770-618- 2144
VALCIK, Jeanne .....	1-770-618- 2143
ZEILER, Brian .....	1-770-618- 2153

**CHICAGO OFFICE**

120 North La Salle Street, Suite 2100    FAX: 1-312-346-1356  
Chicago, IL 60602                                    ICG FAX: 1-312-346-5249  
**(SECURITY: 1-312-345-4770)**

**1-312-346-3536**

320 .... BATTLES, Jo Ann .....	1-312-551-1320
326 .... BRINKMAN, Megan .....	1-312-551-1326
28 .... BRUNKE, Ken .....	1-312-551-1328
324 .... DICKINSON, Gordon .....	1-312-551-1324
333 .... DOLSEN, Kevin .....	1-312-551-1333
322 .... JOECKEN, Michael .....	1-312-551-1322
332 .... BRACEY, Stephanie .....	1-312-551-1332
336 .... LYITTLE, Chuck .....	1-312-551-1336
334 .... LUCAS, Lori .....	1-312-551-1334
331 .... MCKINNEY, Judy .....	1-312-551-1331
325 .... MALONEY, Anne .....	1-312-551-1325
330 .... MOORE, Christine .....	1-312-551-1330
327 .... ROCKLIN, Margo .....	1-312-551-1327
321 .... SHIRILLA, Matthew .....	1-312-551-1321
338 .... VENERUSO, James .....	1-312-551-1338
323 .... WOFFORD, Maria .....	1-312-551-1323

\*These extensions are for internal use only.

To leave a message on voicemail: Dial 1-312-551-1339. You will hear "Thank You." Press [\*]. Operator will prompt you to dial the person's extension. Enter the 3-digit extension. Leave a message. Or direct dial numbers above.

**DENVER OFFICE**

1660 Wynkoop Street, Suite 950  
Denver, CO 80202

**1-303-861-1900**

FAX: 1-303-832-8230

**DIRECT LINES**

BECKER-WOLD, Janet .....	1-303-832-8122
ERLENDSON, Paul .....	1-303-861-1851
HOWARD, Bill .....	1-303-226-4930
JENKINS, Judith .....	1-303-861-1900
O'LEARY, Mike (Voicemail 5301) .....	1-303-832-8109
WEIGHTMAN, Gordie .....	1-303-861-1900

**NEW JERSEY OFFICE**

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FAX: 1-973-236-0250

Sheila's FAX: 1-914-987-8884

**DIRECT LINES**

2224 .... AXELSON, Cliff .....	1-973-593-8056
2232 .... BARTEK, Claudia .....	1-973-593-8055
2249 .... CACCIABEVE, David .....	1-973-593-8057
2242 .... CROTTY, Sue .....	1-973-593-8064
2226 .... GRENOT, Nidia .....	1-973-593-8062
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2254 .... ROBERTS, Aaron .....	1-973-593-8050
2222 .... STELLINGWERF, Kristin .....	1-973-593-8059
2225 .... VIQUEIRA, Millie .....	1-973-593-8061
..... WARAKSA, Ellie .....	1-973-593-8050
2240 .... WARNER, Sheila .....	1-973-593-8063
2223 .... WEST, Annoesjka .....	1-973-593-8052

\*These extensions are for internal use only.

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