TDC NET

TECHNICAL OPERATIONS MANUAL

Document ID: SOP-004
Title: Emergency Network Response Procedures
Category: Emergency
Equipment Types: All Network Equipment
Applicable Fault Codes: EMERGENCY, CRITICAL, OUTAGE
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EMERGENCY NETWORK RESPONSE PROCEDURES

IMMEDIATE RESPONSE PROTOCOL:

1. Assess the scope and severity of the network outage

2. Activate the Emergency Response Team (ERT)

3. Establish communication with Network Operations Center (NOC)

4. Implement emergency communication procedures

SEVERITY CLASSIFICATION:

Level 1 - Critical: Complete network outage affecting >10,000 customers

Level 2 - Major: Significant service degradation affecting >1,000 customers

Level 3 - Minor: Localized issues affecting <1,000 customers

ESCALATION PROCEDURES:

1. Level 1: Immediate executive notification required

2. Level 2: Management notification within 30 minutes

3. Level 3: Standard operational response

CUSTOMER COMMUNICATION:

1. Activate mass notification systems

2. Update customer service portals

3. Coordinate with public relations team

4. Provide regular status updates

RESOURCE MOBILIZATION:

1. Deploy emergency response vehicles

2. Activate backup power systems

3. Coordinate with external contractors

4. Establish temporary communication links

DOCUMENTATION REQUIREMENTS:

1. Maintain detailed incident log

2. Document all actions taken

3. Record timeline of events

4. Prepare post-incident analysis report