



Telecommunications Provider Severe Weather Emergency
Communications Procedure
V1.3

This document outlines the procedures to be followed by all licensed telecommunications providers in the Virgin Islands in the event of severe weather. The document also defines the main and alternate contact person for each provider as well as for the Telecommunications Regulatory Commission (TRC)¹. Each provider is obligated to ensure that the TRC is kept informed of any changes to the contact list.

- **Objectives**
 - Ensure means of contact between the TRC and telecommunications providers in the event of a severe weather during hurricane season.
 - Ensure that the TRC is aware of operator preparedness before severe weather.
 - Ensure that the TRC is given notification of network outages after severe weather.
 - Determine communication procedures before and after severe weather.
- **Contact Persons**

The following persons are the main and alternate contact persons respectively for each operator and the TRC:

Any changes to any of the contact information for any of the telecommunications providers must be communicated immediately to the TRC.

- **Procedures Before severe weather**

Once the alert status for approaching severe weather reaches Watch or Warning, the telecommunications providers shall notify the TRC via email that:

 - They are aware of the pending severe weather conditions;
 - That their preparations as per their internal preparedness plans have been implemented.

This notification shall be sent to the TRC before the severe weather arrives.

- **Procedures After severe weather**

After severe weather ceases (after the All-Clear is given by the Deputy Governor in a case where non-essential staff had been sent home) the following notifications shall be given to the TRC by the telecommunications providers:

¹ The contact details is confidential to the TRC and is not included in this document.

- LIME, Digicel and CCT will notify the TRC within 2-3 hours via email or other means if email not available, of any outages or other issues with their services, including areas and customer numbers affected.
- BVI Cable TV would likely need to perform some visual assessments but shall provide notifications to the TRC in about 4-5 hours.
- Follow-up notifications shall be given dependent on severity of damage every 12 hours on restoration time, customer numbers affected, etc. TRC could also initiate contact for follow-ups.
- The notifications to the TRC should include a summary section that gives a general description of the state of the network, % network affected and any issues or commentary that will not fit in the table below. Outage details should be in the following format:

<i>Site/Area</i>	Issue Description	Forecasted Restoration Time	No. of Consumers Affected (Fixed, Mobile, Internet & Cable)

- Communications Methods

Communications methods shall be by email, fax, SMS or phone but in the event of a major disruption that prevents communication by fixed or mobile phones, satellite phones shall be used instead. All providers shall have satellite phones for this purpose which must be tested in cooperation with the TRC at the beginning of each hurricane season and regularly throughout the year. The TRC will contact the provider to arrange the pre-season testing.