


Business Continuity



Maintaining essential connections for
the people of Eastern & Central
Montana

Our #1 Strategic Priority:

Cyber Security, Business Continuity &
Risk Management



It's the People.



Mid-Rivers Communications maintains a business continuity program that illustrates our readiness to handle service restoration in a timely, efficient manner while keeping employees and customers safe. At Mid-Rivers, it's the people who matter.

Vision

Build and maintain a framework for effective organizational response and recovery in the event of a disaster, safeguarding the people and systems needed to deliver essential telecommunications services.

Mission

Prepare and plan for potential business interruptions, with a focus on protecting life safety, ensuring the recovery and continuation of critical business processes, and reducing the overall impacts on essential telecommunications services.

Purpose

Business Continuity (BC) is an ongoing program supported by management and the Board of Trustees to implement and maintain the continuance of business operations. Specifically, BC is the strategic and tactical capability of the organization to plan for and respond to incidents and business disruptions to continue business operations at an acceptable predefined level.

BC Policy

It is the policy of Mid-Rivers Communications to provide and maintain essential high-quality telecommunications services and operations, while providing for the protection of life, health, and safety for all customers and employees, during an incident or emergency. "Incident or emergency" situations are defined as those that would significantly impact the company's critical business processes. Mid-Rivers formally updates all documented BC Plans on an annual basis or as the company experiences significant organizational changes, procedural changes, or other events that impact emergency processes or procedures.

Here for You

Mid-Rivers Communications understands the critical nature of the essential communications services we provide to Eastern and Central Montana. Everyone in our 30,000-square-mile area relies on us in one way or another, from home and business broadband and telephone connections to the major fiber pipes connecting all the region's cellular towers to the rest of the world. **We don't take that responsibility lightly.**

Business continuity, risk management and cyber security are our top priorities, from the Board of Trustees to every individual employee. Here are just a few of the ways we are working to keep our critical networks functioning for you:

- Our entire management team is trained in **Disaster Recovery Institute (DRI)** International's Professional Practices for Business Continuity Management. Several are certified DRI International Business Continuity Professionals.
- We have a designated **Chief Risk Officer** to drive our on-going Business Continuity planning; a **Chief Security Officer** with Certified Information Systems Security Professional (CISSP) and Master Business Continuity Professional (MBCP) Certifications; and we employ a team of highly qualified and industry-certified network and security professionals.
- Several staff members annually attend the DRI International Conference as well as DRI and Disaster Recovery Journal (DRJ) **training** throughout the year. All employees receive regular, required training and testing on cybersecurity awareness, identity theft protection, and protecting sensitive customer data.
- Business Continuity is central to everything we do, from network planning to budgeting to training. **Business continuity is a specific budget line item.** Items such as generators, geographically redundant Internet circuits, multiple Internet backbone providers, critical equipment spares, and disaster response capabilities are regular investments of our budget dollars.
- We view Business Continuity not just as a plan, but as an **on-going and ever-evolving program.**

The communications services we provide are so much more than just an Internet or phone connection. We know we are your lifeline to the world, and it is our responsibility to be **here for you**, even when the unthinkable happens.



BC Planning Statement

Mid-Rivers Communications maintains a formal, detailed Business Continuity (BC) Plan that may be activated in the event of a significant business disruption. Our BC Plan includes:

- Business Impact Analysis
- Risk Assessment
- BC Resources
- Recovery Strategies
- Training & Awareness
- Tabletop Exercise & Functional Testing
- Crisis Management
- Emergency Response
- Crisis Communications
- Pandemic Plan



In planning for disasters and other emergencies, Mid-Rivers considers a wide range of scenarios, from the loss of certain critical communications facilities to service-area-wide disasters, from extreme weather to critical supply shortages, from pandemics to vandalism, and more. We have undertaken multiple network investments and upgrades, security updates, procedural changes, and other concrete actions in recent years as a direct result of our BC Planning that have strengthened our preparedness and resiliency.

Because our BC Plan contains details of a confidential and proprietary nature, they cannot be distributed to the public. Should customers require more detailed information regarding specific BC Plan elements as part of your own risk assessments, to meet regulatory requirements, or for other reasons, such requests can be submitted via email to mrtcreg@midrivers.coop. We would be glad to discuss your needs directly so that we may be as responsive as possible.

Communicating During an Incident

Communications with key external stakeholders in the event of an emergency is an integral part of our Crisis Communications plan. Every effort will be made to provide current, factual updates via multiple modes of communication, from direct customer contacts to local media and online sources. Follow us on our social media channels for direct access to important updates during emergencies and every day.

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 Mid-Rivers Communications

If you need to reach us during an emergency or outage, call **1-800-452-2288**.