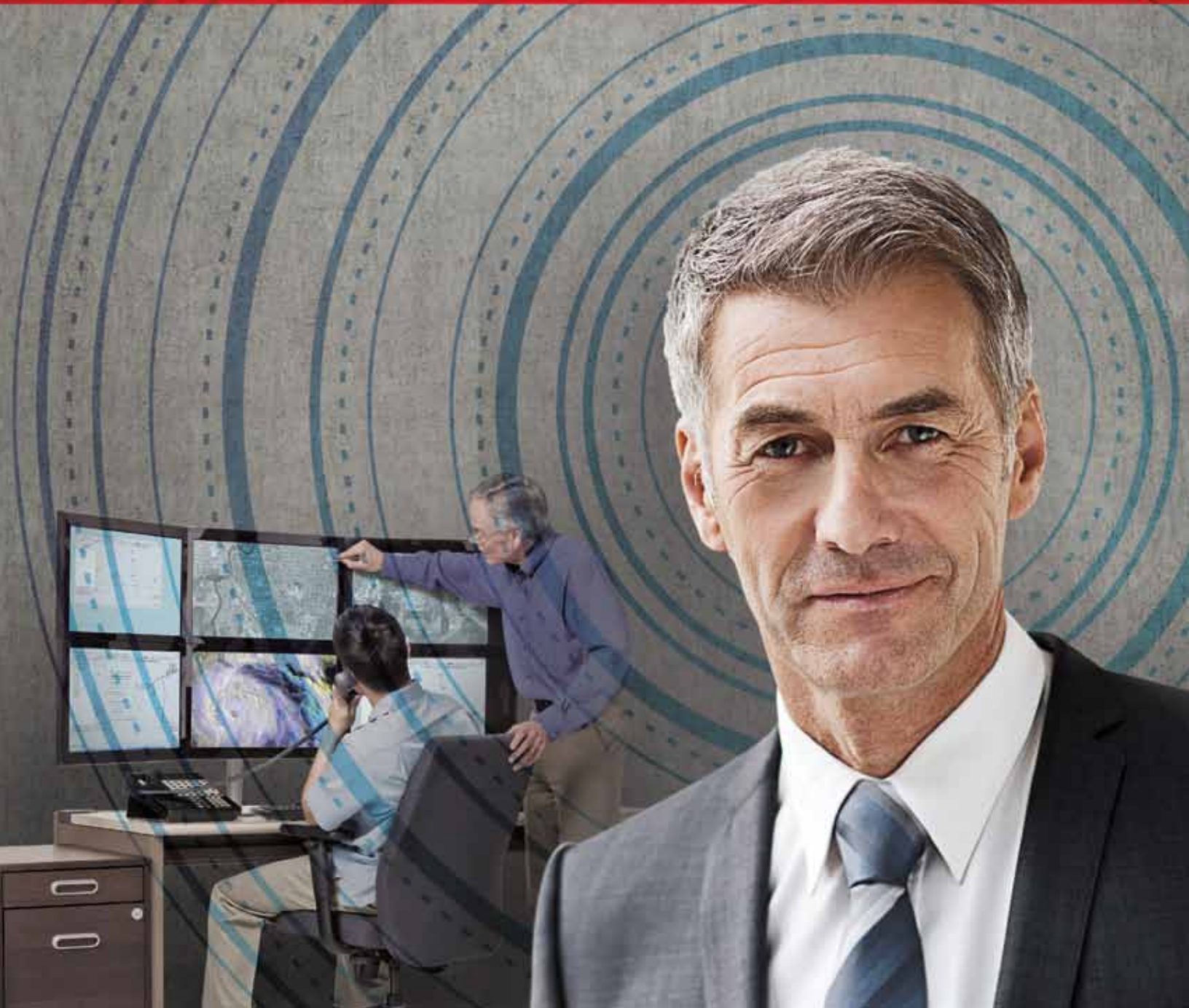


# WIRELESS EMERGENCY COMMUNICATION SOLUTIONS



## RELIABLE: STAY UP AND RUNNING WITH A NETWORK THAT'S CRISIS-READY AND CRISIS-PROVEN.

Reliability is in your DNA. Your organization expects you to keep communicating during normal operations and during emergencies. It's central to your culture and built into everything you do. Same with us. We stand ready to keep your voice and data communications going.

Keep communications flowing  
during emergencies.



## RESILIENT: WE WORK TO STAY OPERATIONAL, SO YOU CAN, TOO.

Having a reliable network is always important, but it's essential during times of crisis. The Verizon Wireless network is resilient by design, with redundant connections and switching equipment, back-up power, and around-the-clock monitoring. We:

- + Use geographically diverse national network operations centers to monitor all cell sites and switches.
- + Engineer all switches and most cell sites to run on back-up battery power and dedicated generators.

- + Mobilize portable cell sites, called Cells on Wheels (COWs) and Cells on Light Trucks (COLTs), when existing equipment is damaged or disabled, or in advance of an event when existing equipment might be taxed beyond capacity.

We've invested billions of dollars over the past decade to increase the coverage area and capacity of our national network, and to add new services. And we keep investing.

We recently turned on a new high-tech Super Switch facility to further strengthen our wireless coverage and serve as an emergency

operations center in South Florida. With inner and outer layers of concrete, high impact-resistant windows, a reinforced steel roof grid to protect from falling debris, and fully redundant back-up power, the Super Switch is one of five Verizon Wireless switching centers throughout Florida built to withstand Category 5 hurricanes.



**Get resilient, redundant connections, back-up power, and around-the-clock monitoring with the Verizon Wireless network.**

# CRISIS-READY: OUR TEAMS CAN DEPLOY 24/7.

Verizon Wireless has cross-functional teams ready to support operations and our customers during emergencies. These teams are trained and experienced professionals

who are empowered to make the right decisions, quickly, during a crisis.

With 45 crisis-management teams across the country, we provide quick response capabilities by being close to local operations

and our customers. These teams proactively support customers during crisis events to keep you communicating. It's what you expect from your wireless partner.

## VERIZON WIRELESS IN ACTION.

**Gulf Coast oil spill.** The Deepwater Horizon oil spill in April 2010 is the largest offshore oil spill in U.S. history. The oil slick washed up on 2,500 miles of shoreline along the northern Gulf Coast, and thousands of civilians and military personnel participated in the cleanup. We were there to:

- + Add voice and data capacity along coastal areas and highways to support response teams.
- + Deploy and staff a wireless emergency communications center to support multiple government agencies.
- + Provide staff for the emergency operations center of a government agency to facilitate communications.

**California wildfires.** The Station Fire in August 2009 was the largest wildfire in Los Angeles County's history and the 10th largest in the state's history. Destroying more than 160,000 acres, it took 4,500 firefighters and support personnel, and 44 government agencies to completely contain the blaze. We were onsite as well, to:

- + Adjust capacity at cell sites nearby to keep customers connected during and after evacuations.
- + Deploy and staff an outreach tent at the command center to support firefighters with free phone calls, Internet and email access, and phone charging.
- + Donate more than 170 cell phones and mobile broadband solutions to firefighters and emergency responders.

**Midwest flooding.** During the widespread flooding across multiple midwestern states in 2009 and 2010, thousands of emergency responders and volunteers filled sandbags, built levees, and protected their property and cities from rising waters. Many citizens needed to evacuate to safety. We were on the scene to:

- + Set up portable cell sites to enhance coverage for the local population and the thousands of first responders and volunteers.
- + Stock additional fuel for permanent generators at cell sites in case of power outages.
- + Deploy and staff a wireless communication support center to provide technical support and phone charging stations to first responders and local citizens.
- + Donate more than 500 phones and Air Cards to public safety personnel to help them maintain communications and get critical news and real-time situational updates.



**Verizon Wireless has donated thousands of emergency cell phones and data devices to government agencies during crisis situations.**

## SOLUTIONS: BE READY TO RESPOND WITH THE RIGHT EMERGENCY COMMUNICATION TOOLS.

It's imperative that your organization stays up and running. We want to make sure that you have reliable communications in place today, so they'll help you during an emergency. We can help you design a system so you will stay:

- + **Connected.** When the power goes out. When the landlines are disrupted. When the office is closed. Our mobile devices provide flexibility and alternatives to keep you connected to the Internet and your private data networks.
- + **Informed.** Get the information you need with fast, reliable wireless access to essential databases and applications. Our Business Solution Alliance partners, such as NetMotion Wireless, offer tools that keep you connected across docked connections, agency Wi-Fi networks, and WANs, automatically accessing the fastest connection with no additional logins.
- + **Communicating.** Send broadcast communications to your team to keep them informed during emergencies as well as normal operations. Text messaging, email, Push to Talk, and other solutions provide alternative ways to keep your team communicating.

Get fast, reliable wireless access to essential databases and applications.





## TALK TO US.

The Verizon Wireless network proves its resilience disaster after disaster. It's central to our culture and built into everything we do, from network operations to account management to customer service. We stand ready to keep your voice and data communications going so you can maintain operations when it matters most.

Organizations need to consider business continuity and emergency communication capabilities. Make sure you are communicating on the nation's most reliable 3G network.

Talk to your dedicated Verizon Wireless account manager today.

### **YOU GET POWERFUL, RELIABLE SOLUTIONS WHEN YOU CHOOSE VERIZON WIRELESS.**

- + The nation's most reliable 3G network
- + 24/7 customer support
- + A team that's crisis-ready, crisis-proven
- + Solutions available to keep you working:
  - Smartphones and netbooks for email and Internet access
  - Mobile Broadband Internet access
  - Verizon Wireless Private Network
  - Wireless back-up routers
  - Mobile apps like VZ Navigator® and Field Force Manager
  - Broadcast text communications
  - Portable Wi-Fi devices
  - Wireless Priority Service for agency command-and-control leadership in compliance with the National Communications System of the Department of Homeland Security (DHS)
  - Push to Talk
  - Land Mobile Radio interoperability