

SOLUTIONS FOR EMERGENCY COMMUNICATIONS



Stay crisis ready. Maintain operations and business continuity in the face of emergencies with reliable, resilient communications solutions from Verizon Wireless.



RELIABLE

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. Our goal is to keep your voice and data communications going.

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.



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 additional capacity may be needed.

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.

A photograph showing a Verizon mobile service van (a white bus with a red rear section) parked in a debris field. The van has a large graphic of a smartphone on its side displaying a Verizon logo. The surrounding area is filled with rubble, including concrete blocks and twisted metal, suggesting a disaster site. A silver SUV is parked next to the van. The background shows some buildings and trees under a cloudy sky.

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

SEE VERIZON WIRELESS IN ACTION.

HURRICANE IRENE

In the aftermath of Hurricane Irene, we assisted public safety organizations charged with disaster recovery efforts in affected areas. Prior to Irene making landfall, we activated crisis response teams and put equipment in place to deal with network and service outages. Verizon Wireless was on the scene to:

- + Loan hundreds of wireless handsets and dedicated mobile hotspot devices to local, state and federal public safety organizations engaged in disaster relief efforts.
- + Activate additional network resources, such as temporary mobile cell sites and generators, to help keep customers and public safety teams connected.
- + Deploy a mobile communications trailer to provide free phone calls, Internet access and recharging services to residents without power.
- + Dispatch Verizon Mobile Communication Centers to offer emergency communications and network infrastructure services to government agencies on the scene.

TEXAS WILDFIRES

The wildfires that impacted Bastrop, Texas, burned more than 34,000 acres and 1,500 homes. Hundreds of firefighters and volunteers were onsite to try to contain the fires and prevent further damage and loss of life and property. Verizon Wireless was onsite as well, to:

- + Keep wireless communication working by adjusting capacity at cell sites nearby to keep customers connected during and after evacuations.
- + Set up communication stations that enabled affected residents and public safety personnel to place phone calls, charge their phones and get Internet and email access.
- + Open Verizon Wireless stores in the area to offer similar services to keep residents and responders connected.

TORNADOES OF 2011

The outbreak of tornadoes during the 2011 spring season wreaked havoc from Mississippi to Alabama to North Carolina and even Massachusetts. During severe conditions, Verizon Wireless was able to:

- + Keep many cell sites operating despite the loss of commercial power by using battery backups and permanent generators at most cell sites.
- + Support federal, state and local government and emergency response agencies with hundreds of voice and data devices.
- + Quickly deploy COWs and COLTs to add capacity and replace signal where cell towers collapsed.
- + Support communities with our disaster response trailers, allowing the public to charge cell phones and make calls at no charge.



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

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



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, Verizon Wireless Push to Talk and other solutions provide alternative ways to keep your team communicating.



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. Our goal is 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 high-speed 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 high-speed 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
 - Verizon Wireless Mobile Broadband Internet access
 - Verizon Wireless Private Network
 - Wireless back-up routers
 - Mobile apps like VZ Navigator® and Verizon Wireless 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

verizonwireless.com/emergencypreparedness