

## We stand ready to help serve during severe weather events.



**Verizon engineers and technicians are ready to prepare the network to help maintain connectivity when you need it most. You can count on us to provide critical communications and updates before, during and after any severe weather event.**

Our Verizon team is ready to support you on the front lines and in the community in a number of ways, including:



Our operations teams will deploy to the hardest-hit areas as needed.



Our network facilities have backup batteries and generators in place in case of prolonged outages.



The Verizon fleet of disaster response vehicles stands ready for emergency deployment.

### We have prepared for this extensively.

- **Support for first responders.** Verizon Frontline is the advanced network and technology built for first responders and those on the front lines. The Verizon Response Team is also available 24/7 to deliver Verizon Frontline technologies, including on-demand emergency assistance for first responders. For urgent service requests, call the Verizon Response Team Hotline at 800.981.9558 or learn more on the [Verizon Response Team website](#) or [fact sheet](#)

Note: Eligible and approved first-responder customers with wireless priority service should dial \*272 or download the Priority Telecommunications Services app when placing calls

- **COVID-19 considerations.** We provide the necessary personal equipment and processes for field teams to enter highly populated areas like shelters or operations centers. We have virtualized many command-center functions to make it easier for our engineers to remain socially distanced. We have also arranged for individual portable housing units for mission-critical network engineers in the field
- **Redundancy and backups.** We use different strategies – including backup generators and HVAC systems and redundant fiber rings for cell sites and switching centers – to help keep the network running and customers connected when commercial power is lost or damage occurs
- **Refueling strategy.** We prearrange fuel deliveries for our generators in case of a severe weather event, with tankers

poised and in position to quickly respond to hard-hit areas in the event that commercial power is lost

- **Year-round preparation.** We run Emergency Operation Center drills throughout the year to ensure that our team is ready and equipped to respond to emergencies
- **Support for the community.** Our mobile Wireless Emergency Communications Centers, Tactical Command Trailers and Response Trailers are ready to deploy to support first responders and community members with recovery efforts.
- **Drones at the ready.** We have over 200 FAA Part 107-certified drone pilots available across the nation to assist with situational awareness and site assessment
- **Satellite assets.** We have a fleet of new satellite-equipped portable cell sites and dedicated satellite links for connection. If damage to fiber or microwave occurs during post-event recovery, the network can continue to run without commercial power, thanks to satellite-enabled portable equipment, dedicated satellite links and our fleet of portable generators
- **Comprehensive fleet management.** The Verizon Connect fleet management platform provides greater visibility and situational awareness to help move people and assets out of harm's way and plan a more coordinated return to business once the weather clears

### Tips for businesses and government organizations

- Make sure you have contact information updated and readily available for all employees
- Make copies of insurance documents, review insurance coverages and update as appropriate
- Ensure that employees working from home have documented all corporate equipment being used in case of damage or loss
- Ensure that you have a backup plan to shift work in case work-from-home employees in an impacted area have to evacuate their home or their home loses commercial power

#### For more information

Get more preparation and safety tips from our [Emergency Resource Center](#) or [bookmark this page](#) to stay in touch with Verizon during an emergency.