

# Verizon Wireless: Enabling faster, more reliable emergency response.

Verizon Wireless understands how crucial it is for government to have full communications continuity during emergencies. Whether there's an unplanned event, natural disaster or terrorist attack, our products and services ensure that wireless voice, data and messaging go through.

That's why so many government agencies count on us. We hold multiple contracts in the defense, civilian, and state and local government sectors, including GSA/FSS and USPS. The fact is, from field-tested COOP solutions to network reliability, no other wireless provider has a better grasp of building a successful partnership with government and military operations.

## Support that's COOP-ready from day one

We partner with government agencies to answer specific crisis needs. Our dedicated teams receive specialized training on the issues, applications and challenges that are most important to your agency's planning. And along with highly specialized engineers and technicians, we have reliable voice and data networks, disaster planning, disaster solutions and backup plans.

## Crisis Response Team

Our national Crisis Response Team (VCRT) provides federal, state and local government customers; non-profit organizations; and emergency management with:

- Back-up phone coverage
- Equipment and network support
- Assistance with search and rescue initiatives
- A live support line for 24/7/365 help
- Best-in-class customer support
- Routing of appropriate requests to the Law Enforcement Response Team
- One phone number to call in crisis situations

## Built for Resiliency

Verizon Wireless is uniquely prepared to provide for service continuity during times of crisis. We offer:

**Redundancy:** Along with battery backup power at all facilities, we have generators at all switching facilities and many cell sites. And our fleet of portable generators provides emergency power during extended outages to cell sites without permanent generators.

**24/7 operations centers:** For continuity of service and customer assistance, Verizon Wireless has two network operations centers in different parts of the country. They continuously monitor all cell sites and switches nationwide.

**Rapid disaster response (COLTs):** Our "Cell on Light Trucks" (COLTs) can produce thousands of cells every hour if cell sites or other key communications equipment are damaged or disabled. These vehicles are also fully equipped with emergency resources—including retractable masts, a microwave antenna to link network components, an emergency power generator and a small office.





**Wireless Priority Service (WPS):** During periods of emergency-related wireless network congestion, Wireless Priority Service gives priority cellular network access. It's available to select federal, state and local government subscribers, as well as others identified as needing critical communication access by the National Communications System (NCS) of the Department of Homeland Security.

**Text messaging and Vtext.com:** Text messaging is an alternative way for government agencies to communicate when voice networks are congested. Since it takes up far less bandwidth than voice calls, text messaging can sometimes be completed when voice service is unavailable. And with Vtext.com, teams can send group text messages via the web or email accounts.

**VZ Navigator<sup>SM</sup>:** This enables government workers to pinpoint locations, access turn-by-turn directions and get area maps from anywhere in the Verizon Wireless National Enhanced Services Rate and Coverage Area. Reliable navigation in ravaged or unknown areas was graphically illustrated during Hurricane Katrina and its aftermath, when government agencies at all levels used global positioning system (GPS) information to assist in recovery, relief, and rebuilding efforts.

**Fleet Administrator<sup>SM</sup>:** This enables government agencies to locate, monitor and manage government fleet vehicles equipped with the necessary hardware from an office computer. This gives workers critical connectivity and vehicle-tracking abilities in times of crisis.

**Field Force Manager:** This crucial service lets agencies dispatch, track, and monitor remote field workers during emergencies.

**Mobile Broadband Connect tethered modem service:** Using Mobile Broadband-capable PDAs/ smartphones or BlackBerry handheld devices, government workers can connect their notebooks to the Verizon Wireless high-speed wireless broadband network. This allows communications in remote or devastated areas where WiFi hotspots or wired connections aren't available or have been disabled.

### Wireless COOP in action

In the wake of Hurricane Katrina, the Verizon Wireless network averaged a higher call completion rate than competitors in impacted areas after the storm.\* In the first days after Florida's Hurricane Frances in 2004, our call completion rate was 96% in Saint Martin, Saint Lucie, and Indian River Counties. It was equally high along the Florida Turnpike and I-95 in Palm Beach. This was a remarkable completion rate, especially compared to the rates of other carriers.

As a result, thousands of hurricane victims and emergency workers turned to Verizon Wireless, which set up its Wireless Emergency Calling Centers to make calling possible in communities devastated by the storm. Verizon Wireless also distributed functioning wireless phones to disaster relief agencies and other community groups.

**Emergency communications can't wait. Neither should you.**  
When the call for help comes, make sure you're prepared by making the right call—to Verizon Wireless.

**Contact your Account Manager**

**Click [www.verizonwireless.com/gov](http://www.verizonwireless.com/gov)**



[Name]  
[Office phone number]  
[Email address]  
[Wireless phone number]  
[Fax number]

\*Findings by Verizon Wireless drive tests