PROPRIETARY STATEMENT

This document and any attached materials are the sole property of Verizon and are not to be used by you other than to evaluate Verizon’s service.

This document and any attached materials are not to be disseminated, distributed, or otherwise conveyed throughout your organization to employees without a need for this information or to any third parties without the express written permission of Verizon.

The Verizon and Verizon Business names and logos and all other names, logos, and slogans identifying Verizon’s products and services are trademarks and service marks or registered trademarks and service marks of Verizon Trademark Services LLC or its affiliates in the United States and/or other countries. All other trademarks and service marks are the property of their respective owners.
Overview

• Verizon Telecom Florida Region overview

• Emergency Operation Organizational structure

• Roles and responsibilities

• 2010 Strategy
Verizon Telecom Florida Region

- Verizon provides voice, data, and video services in Central Florida
  - 5,076 sq miles
  - 1.2 million access lines
- Verizon Telecom currently employs over 3,900 in Florida
- Over 1600 Telecom fleet vehicles
- Verizon Telecom presence in over 300 buildings
Southeast Region Emergency Operation Structure

- **Overview**
  - Centralized point of control
  - Allows the management team to perform at its highest levels by having a single point of contact
- **Corporate NECC/EOC**
  - Verizon national liaison that manages multi-region impact
  - Coordinates communications to Senior Leaders
  - Provides national level support
- **RCC/EOC (Emergency Operations Center)**
  - Consists of Region’s executive staff
  - Functions as the Region’s Policy Group
  - Interface between the affected area and resources outside the Region
  - Controls all internal and external communications
Southeast Region Emergency Operation Structure

• **DCC / RCC  Division Control Center**
  – Includes the Division Resource Management Group along with key business units working with the local Area Managers
  – Centralized point for checks and balances
  – Coordinates personnel related services
  – Develops a service restoration plan
  – Compiles and reports preliminary damage assessment
  – Tracks and provides trouble volumes and other information to the EOC as required

• **DAG (Damage Assessment Group)**
  – Consists of all Region Departmental Groups
  – Works under the direction of the Local Area Managers
  – Responsible to protect outside plant facilities
  – Responsible to provide damage assessment
  – Responsible to assist in developing a restoral plan
Southeast Region Emergency Preparedness
Team Roles and Responsibilities

• Role of Verizon Southeast Region (EOC)
  – Develop and continually update
  – Emergency Preparedness Plans
    • Contact information
    • Critical information

• Annual Exercises
  – Widespread events
  – Building emergency drills
Roles and Responsibilities

• **Coordinate Continuity Planning**
  – Area Preparedness Plan
  – Mission Critical Center Plans
  – Work Stoppage Plan
  – Pandemic Plan

• **Linkage with governmental agencies**
  – Partnership with County EOC
    » Dedicated representatives
  – Communication to PSC on impact and progress
  – Communication to DMS Telecommunications and Wireless Services
2010 Strategy

- **Continued dedicated EOC**
  - Verizon Southeast Region EOC is a dedicated hot site
  - Facility not in evacuation zone and has generator back up
  - Food and bedding for emergency team

- **Annual Region Emergency Exercise**
  - The Region EOC team performs an emergency exercise for Hurricanes
  - Participate in Verizon national emergency event exercise

- **Annual updated Emergency Plan**
  - Update plans with lessons learned
  - Send to our Corporate EOC
2010 Strategy

• Pole Hardening
  – Verizon began its 4th year of pole inspections in 2010 with 53,217 poles inspected program-to-date representing 49.9% of its pole inventory. Poles that fail inspection are replaced

• Material
  – Increase our material and supplies on hand by approximately 10% for Hurricane season
  – Secure additional back up material
National Disaster Recovery Exercise
D.C. Area, April 16, 2010

Verizon’s “zero infrastructure” disaster recovery fleet is completely self-contained and the rigs can be sent to any region in the U.S., even if the location has been devastated by a major hurricane, earthquake or other disaster.
Questions

Business Continuity Planning

Emergency Management

Not IF

...But WHEN and WHERE