



Verizon Florida, LLC
Hurricane Season Preparation

PSC Workshop – May 17, 2010

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PROPRIETARY STATEMENT

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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

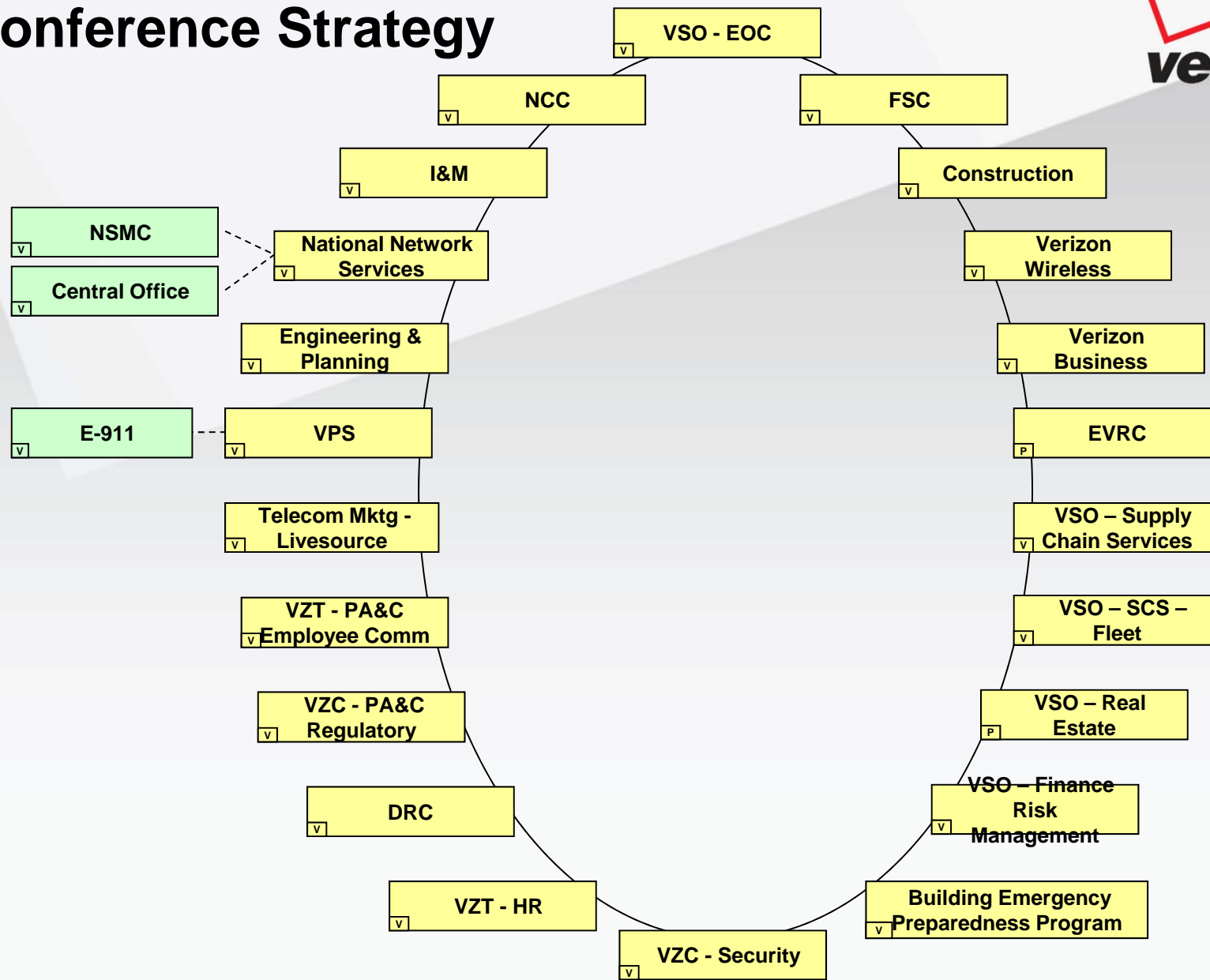


Southeast Region Emergency Operation Structure

- **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

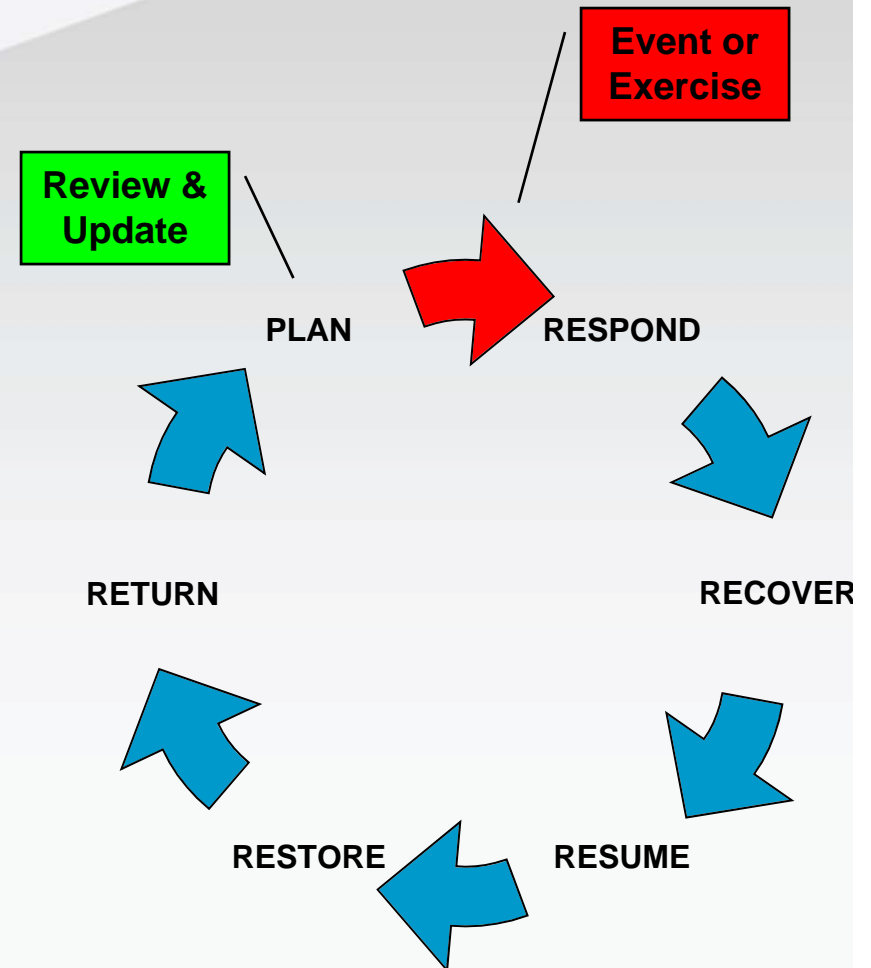


Conference Strategy



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**

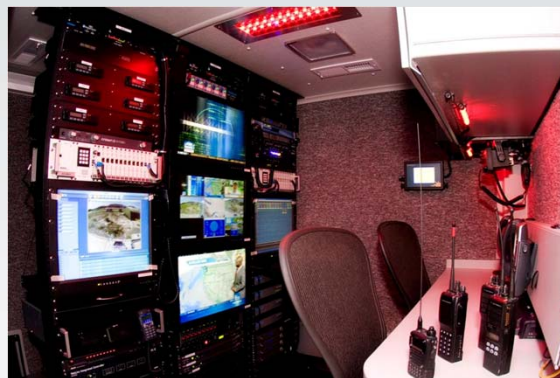
- Increase our material and supplies on hand by approximately 10% for Hurricane season
- Secure additional back up material





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

