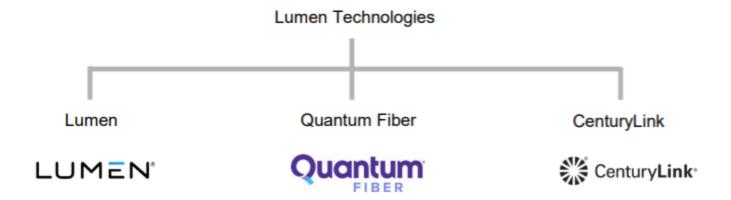
LumenDisaster Preparedness

Florida Public Service Commission May 2023

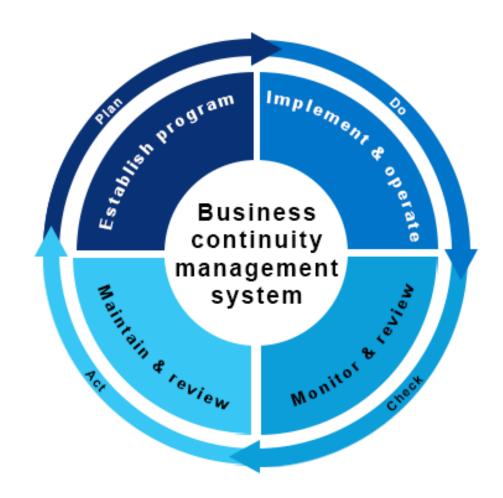


About Lumen Technologies

Lumen connects the world. We are dedicated to furthering human progress through technology by connecting people, data, and applications – quickly, securely, and effortlessly. Everything we do at Lumen takes advantage of our network strength. From metro connectivity to long-haul data transport to our edge cloud, security, and managed service capabilities, we meet our customers' needs today and as they build for tomorrow



Lumen Business Continuity



The mission of our Business Continuity
Management (BCM) program is to
safeguard Lumen employees,
assets, stakeholders, and reputation in
the event of a potential or actual critical
business disruption. By aligning to the
Company's goals and using a proven
standards-based framework, we prepare
Lumen's mission critical functions to
recover effectively if a major incident
occurs.



Plan



- Business continuity team for oversight and champions throughout business
- Resources
- Annual training
- Business awareness
- Pre-season checks
- Hurricane and wildfire kickoff call
- ESF2 participation
- Understand risk areas
- Geospatial network assets map
- Field and Center teams diversified
- Data centers diversified





Lumen Incident Management Team

Incident Commander

Business Unit Leaders

Health & Safety

Government Affairs

Corporate Communications

Do



- Business impact analysis
- Risk assessment
- Plan development
- Incident management structure
- Exercises & Live Events
- Events management function
- Analysis & prioritization of services
 - Infrastructure: Power and Fiber
 - Services: TSP, Government, Emergency Services, Utility Partners
- Have function of incident commander and incident management team from all functions of the company
- Critical infrastructure team
- Power alerting
- Lumen site power meter info available



Disaster Preparedness



6-Days Pre-event

target area

Personnel and assets begin to prepare for deployment Notifications sent to teams to engage on open issues at facilities Identify all facilities within the



2-3 Days Pre-event

-Deploy resources and vendors

Staging area and command center established

-EIMT established and all stakeholders engaged in open comms

Release event specific deck identifying assets/locations/personnel

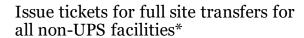


Event

All personnel in impact areas check attend rally calls twice daily

-alarms are monitored and impacts identified

Personnel will not deploy until it is safe to do so



Review findings, address deficiencies, fuel requests issued

Project Codes requested for storm related charges

Engage vendors for additional support/assets

4-5 Days Pre-event

EOC is stood up

Final coordination for pre-storm positioning of assets and personnel

Continue open dialogue with EIMT

DR Bridge open

1 Day Pre-event

Site assessments initiated

Impact list is developed, and remediation efforts begin

Sites without power are primary targets

Fuel routes are coordinated with DRT, GFS Team, and vendor support



Immediately after event



Check



- Review results of exercises and events
- Share best practices
- Post incident reviews and after-action reports
- Audit



Maintain & Review



- Plans adjusted, reviewed and approved very year.
- Focus on areas with higher risk for impact due to services and impact probability
- Short and long-term planning
 - Storm forecast season
 - Long term climate change effects



Hurricane Ian: Preparedness & Response

- Safety & people were priority
- Clear prioritization drove response
- Local command and logistics center
- Core network recovered quickly
- Residential neighborhoods were extended



Hurricane Ian Lessons Learned

- Partnership with government and industry representatives was key continue to leverage and strengthen in partnerships
- Leverage private sector resources (ie, barge) in addition to public sector government resources.
- Collaboration with power companies meter information now available
- Tight coordination of external communications required (social media, stand up of temporary website, leadership news interviews)
- Access letters remain important
- Digitizing and mapping impacts: Allows for updates of things changing rapidly



Questions



