

Lumen Disaster Preparedness

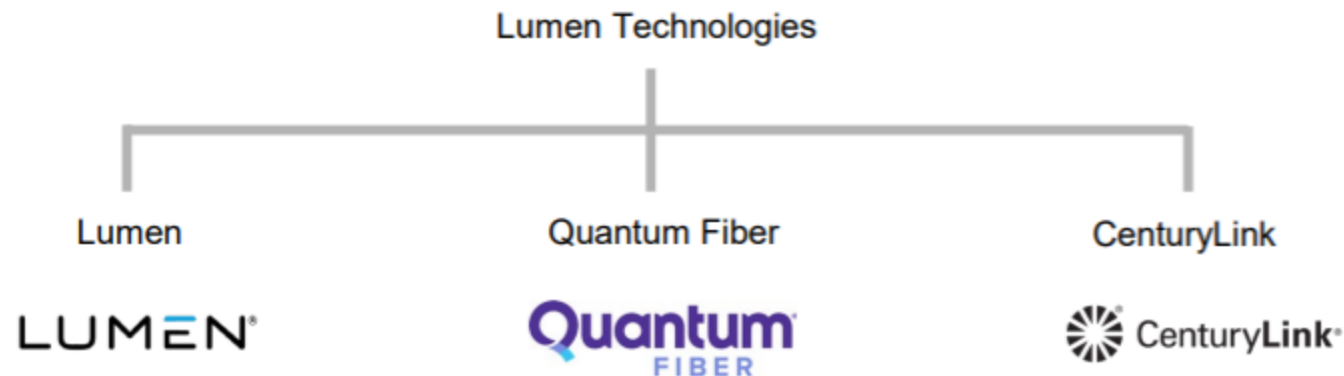
Florida Public Service Commission

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

A woman with curly hair, wearing a colorful patterned dress, is leaning over a desk and working on a laptop. The background is a bright, modern office with large windows.

Lumen Incident Management Team

Incident Commander

Business Unit Leaders

Health & Safety

Government Affairs

Corporate Communications

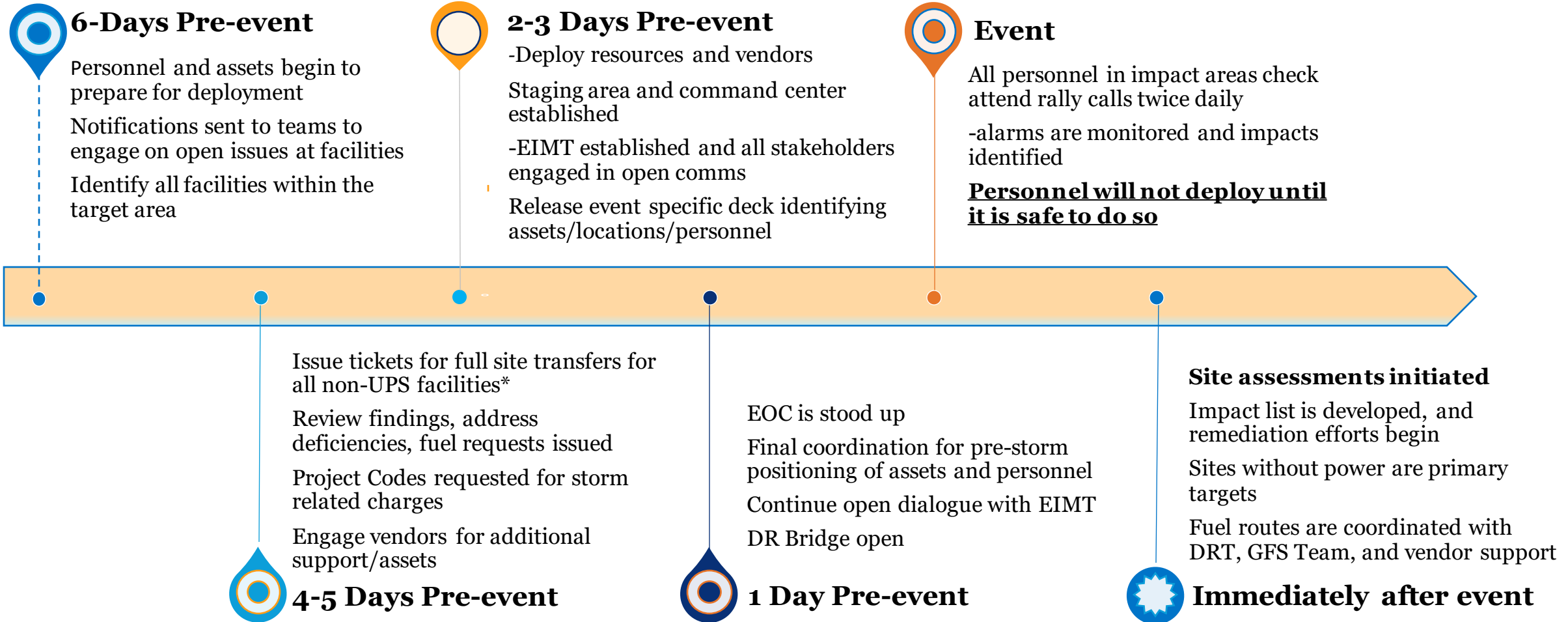
Do



- 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



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

