

Rita Garbitt

From: Colon, Richard B (Rick) [richard.b.colon@verizon.com]
Sent: Thursday, September 02, 2010 1:36 PM
To: Colon, Richard B (Rick)
Subject: Hurricane Earl Preparation

Dear Municipal Official:

The following helpful information and Verizon contact numbers will help residents and your municipality deal with telecommunications related issues over the next several days as we prepare for Hurricane Earl. The customer check list below, Verizon's toll free number **1-800-VERIZON (1-800-837-4966)** and website www.verizon.com/support may be posted to your Municipal website and public access channels.

The Verizon network is a complex collection of assets, from buildings to transmission facilities to vehicles and people, and Verizon's regional control center is preparing for possible flooding, power outages and downed trees and wires from Earl's aftermath. For example, generators are being fueled and tested and portable equipment like trucks and specialized gear is being moved from low-lying areas, where possible. Building sump pumps are also being tested, and drains and gutters cleared. Verizon teams are also reviewing the inventory of supplies like utility poles, cable and other equipment and are planning for staffing of essential positions.

The telecommunications network, like your home, requires power to function properly. If commercial power goes out, backup batteries and generators in Verizon's central switching offices or field facilities keep power flowing so customers' phones ring even when the lights go out. Verizon suggests customers prepare for Earl by taking the following steps:

Customer Check List

- If you rely solely on cordless phones in your home, you should consider getting an inexpensive hard-wired phone that plugs directly into your home's wall jacks. Cordless phones will not function without commercial power, but corded phones will work in the event of a loss of commercial power.
- Remember home answering machines won't work without power, but Verizon voice mail service – which is powered by the network – will work and can serve as a convenient family message board.
- Charge all battery-powered devices before the storm hits, including wireless phones and PDAs, laptop computers, personal entertainment devices (like MP3 players), flashlights and radios. And check your supply of batteries.

- Many people keep all of their contact information in their PCs or wireless devices. Make contact lists and create communications plans for loved ones before the storm hits. If you are evacuated or are otherwise unreachable, make plans to communicate via wireless calling, text messaging, the Internet or other alternatives available at relocation sites.
- Top off all vehicle and generator fuel tanks before the storm – gas pumps also rely on commercial power.
- Check your local emergency-readiness authorities for their recommendations and advisories about the situation in your area. Be sure to check back with them if the situation gets worse.
- If you live in a flood-prone area, protect sensitive equipment like computers and TVs by getting them as high above ground as you can so when service comes back up, you'll be back in business quickly.

To Report Service Related Issues

Customers can contact Verizon at **1-800-VERIZON (1-800-837-4966)** or online at www.verizon.com/support to report any service-related issue. For any emergency needs that **you or other municipal officials** feel need immediate attention please contact me directly on my cell phone (617) 733-1665.

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