

# Sprint Hurricane Preparedness Tips



## How Should you Prepare?



- Assemble a hurricane preparedness kit with essential items like bottled water, non-perishable foods, a flashlight, batteries, and first aid supplies, and plan an evacuation route.
- Keep your wireless phone and backup batteries charged if a storm is approaching, but be aware that an interruption of wire line service and commercial power also could affect wireless calls.
- In times of commercial power outages, a car charger or Solio Mono Hybrid Charger for your wireless phone should enable you to recharge the battery.
- Keep extra phones and accessories in a sealed plastic bag to avoid water damage.
- Load family emergency numbers into your wireless phone and keep a copy of the numbers in your sealed plastic bag. Make sure those who need it have your wireless number.
- In situations where some portions of the wireless network have been impacted by power outages or damage from a storm, text messages might be able to get through where voice calls can't.
- Use your Sprint or Nextel Camera phone to take digital pictures or video of your property and valuables before the storm hits. Upload the images to your personal pictures inbox on [www.sprint.com](http://www.sprint.com) and you have "before" pictures in the event of any storm damage.

### Stay Informed

Check out [hurricanetrack.com](http://hurricanetrack.com) and [weather.com](http://weather.com) for weather information and get the latest news updates from Sprint TV or CNN.com.

A Sprint Mobile Broadband Connection Card or Novatel Wireless MiFi 2200 can keep you connected to critical information via your laptop or hand-held personal digital assistant.

Follow [www.twitter.com/sprintnews](http://www.twitter.com/sprintnews) and [www.twitter.com/sprint](http://www.twitter.com/sprint) for up-to-the-minute news on what Sprint's network engineers and Emergency Response Team are doing to ensure your wireless service in your area during a major hurricane.

## How does Sprint Prepare?



- Well before a hurricane makes landfall, Sprint monitors the storm track, mobilizing personnel and equipment for deployment before and after the storm hits. Later, Sprint's Enterprise Incident Management Team coordinates recovery and service restoration efforts.
- Sprint has invested millions of dollars to prepare its wireless and wireline networks in the event of a hurricane or other natural disaster. It is a plan that has been well-tested and updated appropriately over the years.
- Sprint cell sites and switching offices are designed and built to withstand hurricane-force winds.
- Sprint's switching facilities have permanent generator backups and have automatic cutover switches to immediately neutralize any loss of commercial power. Additionally, as part of an ongoing program to "harden" network facilities on both the Nextel National Network and Nationwide Sprint Network, Sprint has installed generators at hundreds of cell sites in the last year across the most hurricane-prone regions of the country.
- Sprint pre-positions manpower (24/7) and resources (generators, fuel, and additional equipment) at strategic locations that are predicted to have the greatest impact. Sprint also has a fleet of Cell Site on Wheels (COWs or mobile cell towers), which are self-contained mobile cell sites, dedicated to the Southeast Region.
- Nextel Direct Connect® on Nextel devices does not rely entirely upon the public switched telephone network; it has remained fully operational in the past when there have been issues with the public switched telephone network.
- In addition, Direct Talk<sup>SM</sup> enabled Nextel phones can communicate handset-to-handset, completely independent of any wireless network. Direct Talk has proven invaluable during past hurricane response efforts.\*
- Sprint provisions public safety customers with Priority Connect on their Nextel phones and sets up command centers at their Emergency Operation Centers (EOCs) as necessary.

- Sprint offers Wireless Priority Service access to key public sector customers on the Nextel National Network. This service does not bump private sector customers off of the network, but rather puts public safety officials at the front of the line in making their wireless connection, much as flashing lights on an ambulance help move public safety through traffic on the road.

## After the Storm



- Sprint's first priority is the safety and well being of its employees, customers and the community. Local damage assessment teams and network engineers inspect our wireless networks after landfall to assess damage. Sprint works with local public safety and power company officials and coordinates damage repair and recovery efforts.
- Sprint has a strong track record of assisting first responders with relief efforts. In the event of a hurricane, Sprint's Network and Business Continuity teams will deploy additional Satellite Cell on Light Trucks (SatCOLTS), which help facilitate communications for response agencies. Public Safety officials requesting emergency assistance should call the Sprint Nextel Public Safety Call Center at (888) 639-0020. GETS Users should contact (254) 295-2220. Operators are available 24/7.
- Additionally, during 2008, Sprint, its foundation and employees contributed approximately \$480,000 for disaster relief efforts and individuals impacted by Hurricane Ike, including donated wireless phones, pre-paid calling cards, individual cash contributions and other in-kind donations. Contributions to the American Red Cross (ARC) included: a \$100,000 grant to the ARC Disaster Relief Fund from the Sprint Foundation; 15,000 domestic calling cards worth over \$220,000 to the National and Houston chapter of the ARC; an estimated \$30,000 in employee contributions and company matching gifts; and; 250 wireless phones worth over \$130,000 from Sprint's Emergency Response Team.

\* Coverage not available everywhere. See [sprint.com](http://sprint.com) for details. Direct Talk: Terrain, weather, foliage, and man-made structures (such as buildings), among other things, may impact range availability, in-building usage may significantly reduce Direct Talk range. © 2009 Sprint. Sprint and the logo are trademarks of Sprint.