



BellSouth Emergency Management

Given our service territory, BellSouth has significant experience with Hurricanes. Our Emergency Management plan consists of three primary phases:

- ❖ **Preparation**
 - Securing Assets
 - Pre-positioning Restoration Resources
- ❖ **Monitoring**
 - Monitoring Central Offices & Equipment Alarms
 - Monitoring & Restoring Network Traffic
- ❖ **Restoration**
 - Our Network
 - Our People



Emergency Preparation

- ❖ Activation of BellSouth's Regional Emergency Control Center (ECC)
- ❖ Activation of BellSouth's State(s) Operations Centers (EOC)
- ❖ Stage Regional Generator Pool
- ❖ Fuel All Equipment
- ❖ Test Central Office Emergency Generators
- ❖ Position Resources
- ❖ Sandbag Necessary Locations
- ❖ IT Operations at Full Readiness and Extended Operations Schedule



Supply Chain Pre-provisioning

- ❖ **Cable and wire**
 - Reels of fiber and copper cable
- ❖ **General materials**
 - 758 types of telecommunications materials
 - Closures
 - Terminal blocks
 - Cable straps and ties
 - Strand for aerial cable replacement
 - Batteries
- ❖ **Tools**
 - Pruners, screw drivers, drills
 - Insect repellent, sunscreen
 - Safety equipment



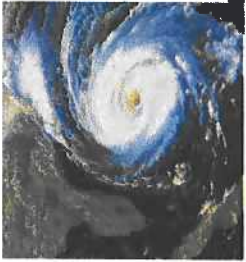
Emergency Control Center Functional Players

- ❖ Corporate Real Estate
- ❖ Network Logistics
- ❖ Generator Support
- ❖ OSP Engineering Support
- ❖ Manpower
- ❖ Capacity Management
- ❖ Transmission Engineering
- ❖ Radio Team
- ❖ Central Office Support
- ❖ I&M Support
- ❖ Network IT Systems Support
- ❖ IT Systems Support
- ❖ Network Reliability Center
- ❖ Network Management Center
- ❖ Work Management Centers
- ❖ Access Customer Centers
- ❖ CLEC Centers
- ❖ 911 Centers
- ❖ Residential Repair Centers
- ❖ Business Repair Centers
- ❖ Federal Emergency Management
- ❖ Corporate Security
- ❖ National Security
- ❖ Public Relations
- ❖ Human Resources
- ❖ Operator Services
- ❖ Business Continuity
- ❖ Mapping
- ❖ Risk Management



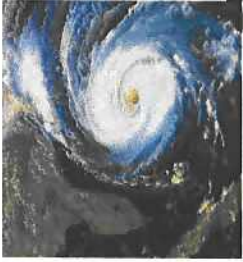
Three Part Event

- ❖ Florida Hurricane – Category One
- ❖ Gulf Hurricane – Category Four
- ❖ New Orleans Levee Break – This was the aspect of Katrina that presented unique challenges
 - Prolonged flooding prevented access for refueling
 - Civil unrest prevented safety issues for personnel
 - Extraordinary security and logistic measures were required



Restoration – Logistics & Materials (Through 09/14/05)

- ❖ **Equipment Shipped**
 - 402 Truckloads of Network Equipment
- ❖ **Generators Deployed**
 - 1044 Generators deployed multiple times
 - Total of 333 Truckloads of generators moved
- ❖ **Ice and Water**
 - 44 Truckloads of Ice
 - 44 Truckloads of Water
- ❖ **Fuel Distributed**
 - 225,000 gallons of diesel fuel for generators and vehicles
 - 90,000 gallons of unleaded gas for vehicles
 - 23 Refueling Tankers, 27 above ground storage tanks
 - 382 Additional Vehicles Provided

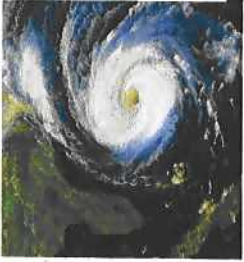


Restoration – Our People

- ❖ Six “BellSouth Cities” in Gulfport, Baton Rouge and Covington
- ❖ Served up to 9000 meals per day for employees, contractors, and families
- ❖ Several hundred BellSouth families have suffered damage or total loss of their property
- ❖ 644 Hurricane Hardship Loans in cash totaling \$1,448,250, 484 Hurricane Hardship Loans using direct deposit and checks totaling \$1,146,122
- ❖ Provided food, ice, water, tarps and living essentials to employees at both locations
- ❖ Temporary living assistance in Gulfport, Baton Rouge and Covington including showers, relocation assistance including FEMA trailers
- ❖ Made gasoline available to employees in areas of devastation for commuting
- ❖ Laundry facilities including drop off service to technicians working 12 hour shifts
- ❖ Employee Assistance Program provided support to employees and families

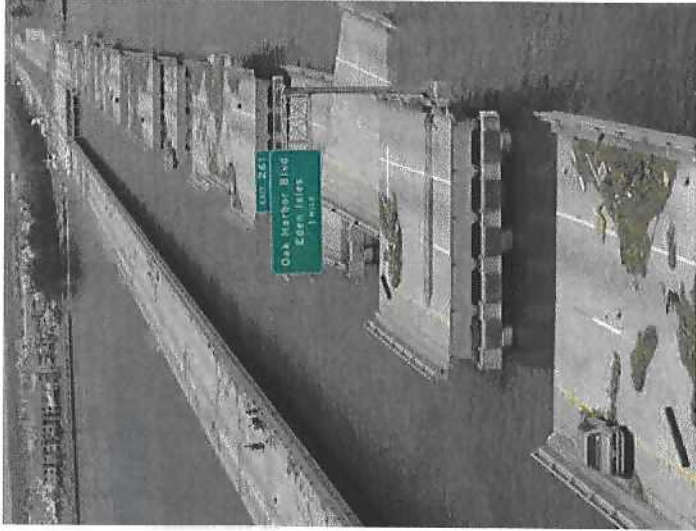
>> **Current Issues and Challenges**

- **There is still no plan for many areas of the city**
 - Will they be rebuilt?
 - Will new building standards be mandatory?
- **Coordination with other utilities is still challenging**
 - Many areas will not have power until well after the first of next year
- **Replacing copper cables with fiber systems requires Rights-of-Way for equipment, and the current environment makes that very difficult**
- **Timing and magnitude of repopulation is still unknown**

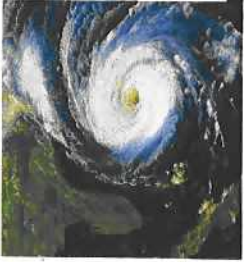


Katrina and Rita: By the Numbers

- ❖ For BellSouth
 - 2.475 million customers impacted
 - \$400 – 600 million in network damage
 - 11 Central Offices out of service (out of 578 in the region)
 - Over 2367 workers sent from across the Company into the Impact Zone to expedite restoration of service (including HazMat)
- ❖ For Our Employees:
 - Set up 8 Tent Cities across Major Impact Zone
 - Served over 8,000 meals a day at height of operation
 - Provided clothing, fuel, personal supplies to technicians, family members, and other BellSouth personnel

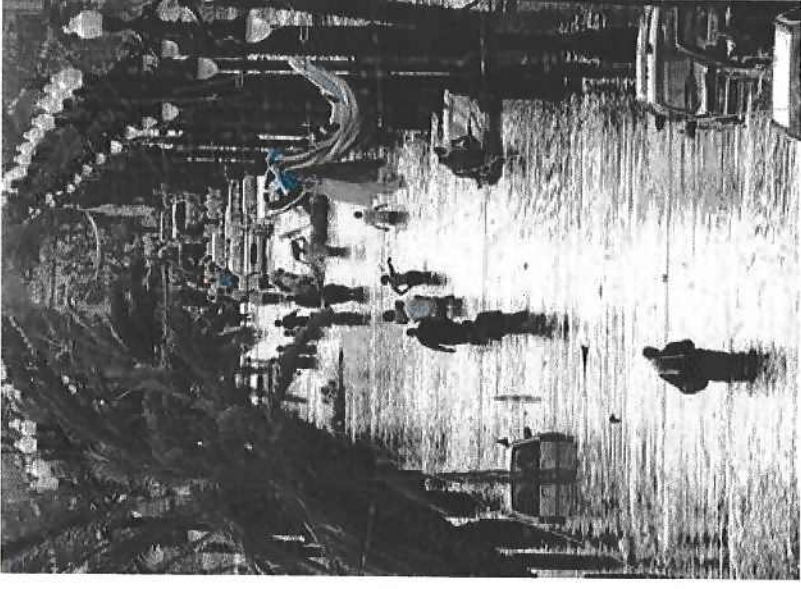


AP Photo: David J. Phillip

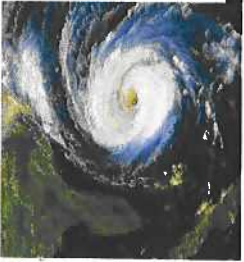


BellSouth's Federal Partnerships

- ❖ BellSouth has a representative on site at the Department of Homeland Security National Coordination Center
 - Can share / receive information at the classified level
 - Able to be activated for natural disasters, terrorist events, and cyber issues
 - Can work within the FEMA system
 - Provides ability to escalate for critical BellSouth needs
- ❖ BellSouth chairs the President's National Security Telecommunications Advisory Committee (NSTAC)



AP Photo: Bill Haber

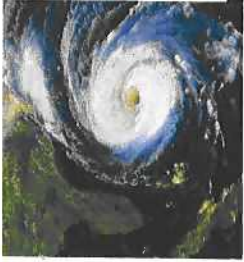


Actions Supported by FEMA or DHS

- ❖ Satellite Imagery of Impact Zone
- ❖ Open space for billeting (in some locations, temporarily)
- ❖ Access letters granting permission to enter impact zones (for Rita)
- ❖ Physical security for 1 key facility and convoys to support that facility (by outstanding US Marshals)
 - Later, State Police support and escorts into New Orleans
- ❖ Information about FEMA and Red Cross locations for employee assistance

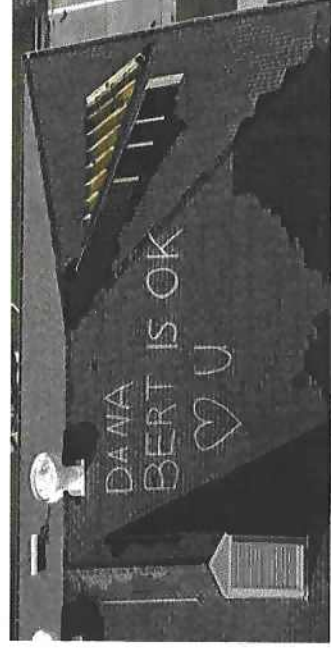


New Orleans Times-Picayune: Alex Brandon

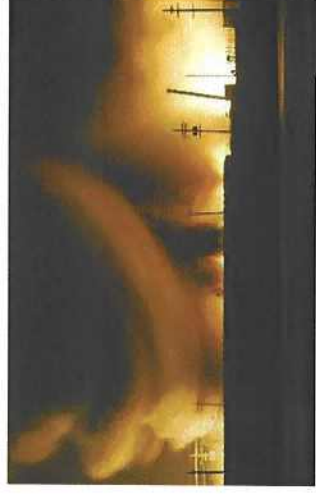


Lessons Learned

- ❖ Industry has to be able to function as a First Responder to provide critical infrastructure in support of State/Local response
 - Certain sectors may need heightened support, including power and voice/data communications
- ❖ Providing security in times of crisis may fall back to the private sector
- ❖ Need to understand how the Government works in a crisis
 - National Response Plan, FEMA system, etc.



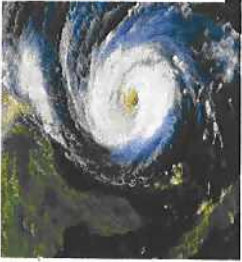
AP: David J. Phillip



AP: Eric Gray



EPA Photo



Lessons Learned – Con't

- ❖ BellSouth's partnerships with other carriers, state and local government, the power companies, and the Federal government made the difference
 - Experience and trust are key in a crisis
- ❖ Get involved – know how to reach the Communications ISAC and National Coordinating Center in a crisis
 - (703) 607-4950
 - NCS@ncs.gov or [NCC telecom-isac@ncs.gov](mailto:NCC_telecom-isac@ncs.gov)
 - Operational 24/7/365
- ❖ Know what programs are available to you (and your customers)
 - GETS, TSP, WPS