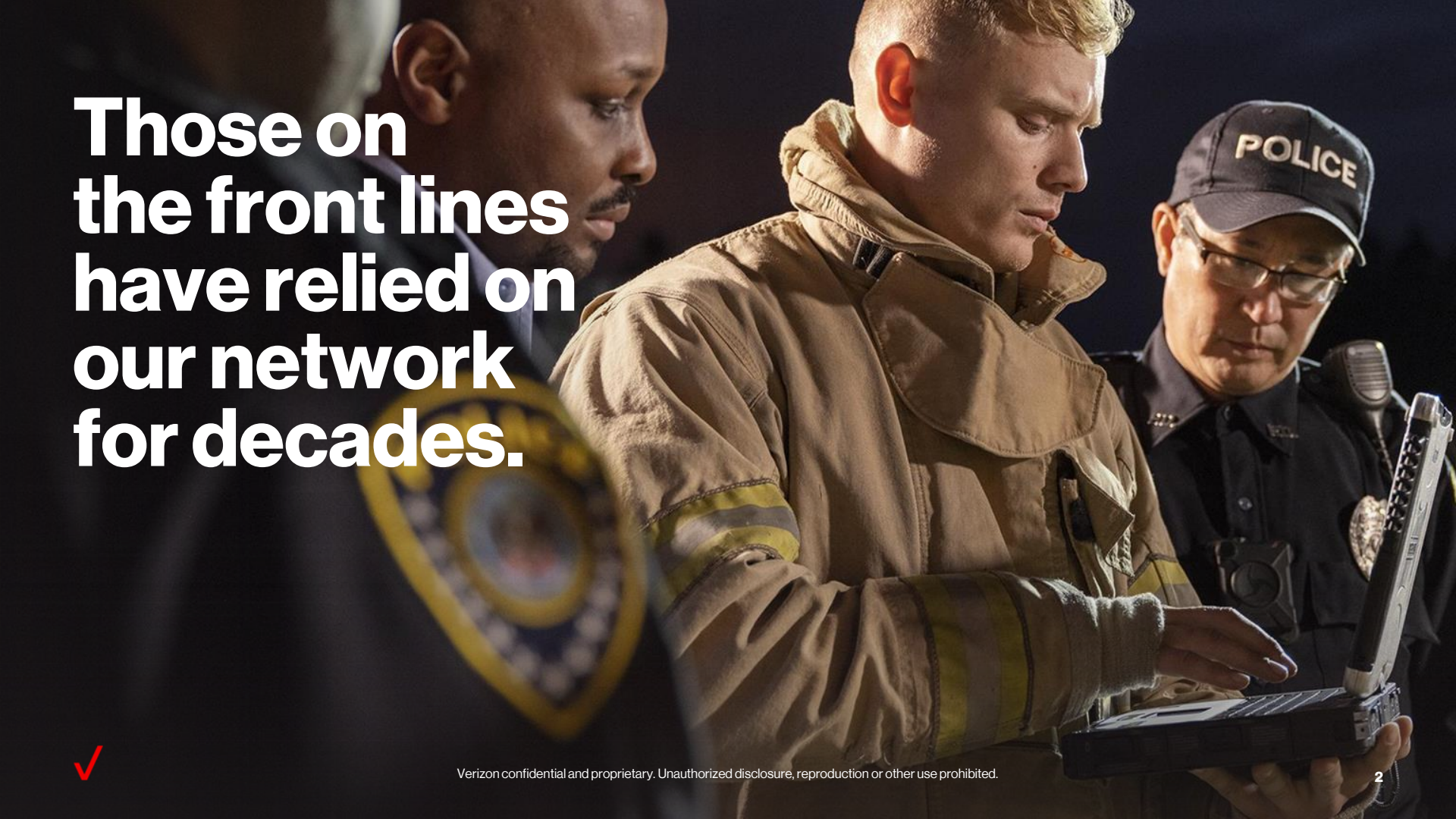


TxICC 2022

November 9, 2022

VerizonFrontline
The advanced network
for first responders



A firefighter in a tan jacket, a man in a dark suit, and a police officer in a dark uniform and cap are looking at a rugged laptop. The firefighter is in the foreground, the man in the suit is in the background, and the police officer is in the middle ground. The scene is dimly lit, suggesting an emergency or field setting.

**Those on
the front lines
have relied on
our network
for decades.**



Verizon **Frontline** is built right for first responders.

\$176.3B

Network investment since 2000

5.1M

Connections

30,000+

Public Safety Agencies subscribed



Verizon **Frontline** delivers the comprehensive solutions suite that first responders need.

Interoperability



Connectivity



Solutions & situational awareness



Devices & equipment

5G[✓]

5G & innovation



Advanced response



Verizon First Responder Advisory Council

Network reliability

DNS Safeguard, transport diversity, redundant network operations centers (NOCs), multispectrum, generator and battery backups, satellite backup, 24-hour Tier 2 support



Resilience



Verizon places backup generators, HVAC systems and fiber rings at cell sites and switching centers to keep the network running for frontline workers – even when commercial power is lost. Verizon network structures in hurricane-prone areas are able to withstand Category 5 winds. Key resiliency measures and assets include:

79% permanent generator penetration at macro-cell sites across U.S.

100% battery backup at macro-cell sites across U.S.

530+ portable assets across U.S.

800+ portable generators nationwide

200+ drones with dedicated pilots

Dedicated satellite links for deployable assets



Verizon Frontline Public Safety Support

Verizon Frontline Solutions

- **Connectivity** - Priority services via Wireless Priority Service (WPS), Mobile Broadband Priority (MBP), Quality of Service (QoS), Preemption, Responder Private Core, and built for 5G
- **Interoperability** – Share information across agencies, devices, applications, and networks
- **Advanced Response** – Deployable assets, Satellite Fleet, FEMA Emergency Support Function, Training and Exercises
- **Situational Awareness** – Group First Response, Wireless Network Performance, MCPTT, and Intelligent Video

Verizon Frontline Crisis Response Team

- Nationwide 24/7 hotline: **800.981.9558**
- Loaner phones and data devices
- Enterprise-grade 5G and 4G LTE routers
- Mobile communication equipment, Cells on Wheels, Cells on Light Trucks, Satellite Picocell on Trailer and innovative 5G & LEO solutions
- Emergency communication and charging centers
- Pre-event planning, site assessments, and exercise consultation
- Verizon Security Assistance Team support – missing persons/search & rescue
- After Action Reviews



In the first half of 2022, the Verizon Frontline Crisis Response Team worked alongside first responders at pandemic, wildfire, severe weather, planned events and other emergencies.

700+ deployments

5000+ solutions provided to first responders

600+ communities





Verizon confidential and proprietary. Unauthorized disclosure, reproduction or other use prohibited.

Verizon **Frontline** CRT service support model

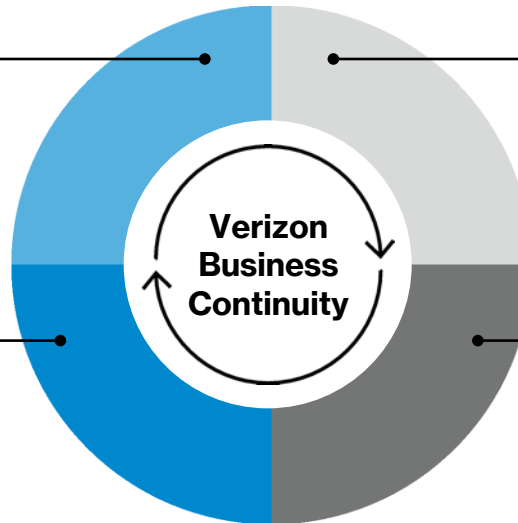
Blue-sky days

Prepare

- Joint training with first responder agencies
- Proactive customer engagements
- Augmented solutions to adapt to changing/scaled needs

Mitigate

- Post-event debrief with emergency management
- Customer awareness meetings
- Virtual environment planning and disaster response planning



Dark-sky days

Respond

- First responder emergency support
- Virtual Emergency Operation Center activation
- Enhanced connectivity and coverage solutions

Recover

- FEMA emergency support function
- Prestaged evacuation and shelter support
- Testing center support
- After-action reviews

Blue sky = standard operating procedures
Dark sky = emergency event

