Sprint’s Business Continuity and Disaster Recovery Solutions
ERT Mission and Role

Mission: Partner with Public Sector & Enterprise clients in need of short-term communication solutions that ensure reliable, scalable and robust communications for short term events.

Role: Coordinate personnel, equipment and infrastructure to provide turn-key communications solutions. Sprint ERT supports Federal & State Declared Disasters, National Security Events, training exercises, client driven business continuity incidents, remote operations and any short term communication needs.

Team
Full-Time ERT members combine extensive communications and deployment experience (public safety and military) and are supported by over 1,000 Sprint ERT Reservists

Experience
Sprint ERT has deployed over 6,200 times and counting.
Rapid Deployment Solutions for Short-Term Communication Needs

**Strategy:** COMMON OPERATING PICTURE


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<td>Required Personnel</td>
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<td><strong>ERT Reservists &gt; 1,000+</strong></td>
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Rental Equipment

Communications in a Business Emergency or Event.
ERT Rental Equipment Program

Perfect for:
- short term needs
- special events
- temporary staffing

Rent handsets or Data Devices
- Basic phones, Smartphones, Sprint Direct Connect Devices and intrinsically safe (IS) phones, Aircards & Hotspots

Competitive daily and monthly rates
Including unlimited domestic calling

Emergency Response Hotline
Staffed by Our Dedicated ERT Support Team
(888-639-0020) 24x7x365
Go-Kits

Communications in a Business Emergency or Event.
What is a GO-Kit ??

**IT’S A CUSTOMER OWNED CACHE OF HANDSETS AND/OR DATA DEVICES STORED AT CLIENT LOCATION DESIGNED TO BE RAPIDLY DEPLOYED IN ANY SITUATION.**

**Customizable Kits**

- Basic phones, Smart phones, SDC Devices, Tablets, Embedded Laptops, Intrinsically Safe (IS), Aircards & Hotspots.

**Programmed & Labeled**

- Ready for rapid deployment with:
  - Program contacts
  - Load applications (e.g. Actsoft, Telenav, Canvas, etc.)

**Low monthly cost** - pay as you go plan

**Emergency Response Hotline**

- Staffed by Our Dedicated ERT Support Team
- **(888-639-0020)** 24 x 7 x 365
What else can Go-Kits offer…
Who Can Use a GO-Kit?

Customers with:

- Project Work
- Seasonal Workers
- Temporary Workers / Sites
- Business Continuity
- Disaster Preparedness Plan
- Conventions/Conferences
- Safety Drills
- Security

**Boost Response, Productivity, Profitability and Mitigate Risk**
Benefits of a Go-Kit...

“Always On” status

Designed for Immediate use!
Eliminating the need to contact Sprint to “activate” the device.

Continuity documentation and program management

- Dedicated Phone Numbers & SDC Numbers
  Allows for fixed programming and maintenance of call directories
- Pre-established Talk Groups (nets)
- LMR integration via inter operable equipment
- Assignment of static IP addresses, and MDM visibility (e.g. DataLink) for data devices
Infrastructure Satellite Solutions

Professional and Managed Services
(Sprint owned and deployed solutions)

**SatCOLT™**
- Satellite backhauled Cellular Site on Light Truck
  - Cellular
  - Data

**FLY AWAY KIT (VSAT)**
- *Mobile Satellite IP Solution*
  - Data
  - *Small in building or footprint cellular coverage*

Customer Owned Systems

**COPSS**
- Customer Owned Portable Satellite Solutions
  - Satellite Data

**FSS**
- Fixed Satellite Solutions
  - Satellite Data for buildings, vehicles or trailers
ERT Managed and Deployed - SatColt™

SatCOLT™
- Satellite backhauled Cellular Site on Light Truck
- Connected to the national Sprint network

Cellular
- Sprint CDMA
- Sprint 4G LTE
- Sprint Direct Connect®
- LMR Interoperability

IP Data
- Up to 40Mbps
- Fixed or Wireless networking
- Dedicated Space Segment
- Asymmetric or Symmetric Bandwidth
- VPN Security
- VLAN Tagging

Cellular Coverage
- Wide Area: 1-3 miles (environment conditions apply)
- Local: In-building, Underground, Tactical

Obtaining service
- Dedicated Contract
- Reserve Contract
- On-Demand
ERT MANAGED AND DEPLOYED VSAT SOLUTION

FLY AWAY KIT (VSAT)

• Turn Key Solution
  • Life Cycle and Inventory Management
  • Technology Refresh
  • Deployment Management
• MOU / Reservation Standby Lease Options
• Always-On Bandwidth Pricing with Pay As You Use Billing
• Up to a 2.4 Meter dish / Comtech 760 Modem Package
• Ku Band Satellite Service
• Redundant Satellites
• Redundant Earth Stations (Franklin, NJ and San Ramon, CA)
• Minimal on-site set-up (typical < 1 hour)
• Up to 40Mbps
• Small Cell Integration
  • Local: Tactical, In-Building, External, Underground
• Dedicated Space Segment (Bandwidth)
• Asymmetric / Symmetric Bandwidth Options
• Dynamic / Static IP Addressing
• Fixed or Wireless networking
• Managed Wi-Fi
• VLAN Tagging
CUSTOMER OWNED DEPLOYABLE / FIXED INSTALL

Customer Owned Portable Satellite Solution (COPSS)/Fixed Install

- Customizable Solution
- Purchase / Lease Options
- Always-On Bandwidth Pricing with Pay As You Use Billing
- Ku Band Satellite Service
- Redundant Satellites
- Redundant Earth Stations (Franklin, NJ and San Ramon, CA)
- Dedicated Space Segment (Bandwidth)
- Asymmetric / Symmetric Bandwidth Options
- Dynamic / Static IP Addressing
- VLAN Tagging
- Up to 40Mbps
- Managed Services
Example Deployment Design

- Direct Dedicated Circuit
- Dual Satellite Redundancy
- Independent of Terrestrial Networks
- Up to 40Mbps
- Fixed or wireless networking
- Cellular coverage
- Cellular equipment
Sprint ERT Deployment Experience
National Exercise Program-
Capstone 2014 Alaska Shield

“JTF-Alaska, State and local agencies have a long-term commitment to train and to exercise together. Practicing our interoperability in recovery of a simulated natural disaster allows all of us to test and refine our plans and procedures so that if a real disaster takes place in Alaska, we will be better prepared to react, provide support and work together.” - Masterson

Obstacles

• Internet Security for local, state and federal departments
• Interoperability with LMR and Sprint DC devices
• Transport of SatCOLT
  - Air Force C-17
• Sprint does not have coverage in Alaska
  - Coordinating 911 calls
• Satellite coverage
  - 15 degree look angle
  - Satellite Coverage
• Weather
  - Temperature
  - Precipitation
• Resources to keep SatCOLT operational
  - Fuel
  - Maintenance
Hurricane Sandy

The Response
• Pre-Deployed in NY & NJ
• 13 Infrastructure Deployments
  • 11 ERT SatCOLTs providing
  • 2 Satellite IP Fly-Away Kit (FAK)
• Cellular Voice & Direct Connect
• IP – WiFi
• 600 Handsets

Supported
Emergency Operations Centers
Regional Operating Centers
Recovery
Security
Situational Awareness
IP tunnel to gain access behind the firewall
(access to WebEOC)
VTC & VoIP Capabilities
Logistics
North Star Fire/Okanogan Complex Fire 2015

Supported Agencies
- Type 1 Incident Management Team (IMT)
- WA National Guard
- 1500 Firefighters

ERT Solution Provided
- Fixed Wire line services
  - Static IP addresses
  - 2 Separate data networks
- Managed indoor/outdoor Wi-Fi
  - 3 separate Wi-Fi networks
    - IMT
    - National Guard
    - Morale
- Sprint Cellular services
  - 1X voice
  - 3g voice and data
  - 150 Sprint Durplus devices

Daily Data Usage
- 20Mbps download by 20 Mbps upload
- 30 GB per day
The Carlton Complex fires started on July 14 by lightning from a weather system that moved through the Methow Valley. The Carlton Complex started as four fires: the Stokes Fire, the Gold Hikes Fire, the French Creek Fire and the Cougar Flat fire. These fires grew into one larger fire on July 20. The fire grew dramatically on July 17. Hot weather and windy conditions pushed the fire over the ridge tops and into the town of Pateros resulting in a large number of evacuations. The fire made significant runs towards the cities of Brewster and Pateros between July 17th and 18th, consuming approximately 300 homes in its path and destroying critical infrastructure.
Carlton Complex Fire Deployment
Winthrop Incident Command Post

• Incident Command Post situation:
  - Lost all terrestrial communications and were relaying on cellular hotspots and a small shared satellite IP solution.
    • Cellular network was temperamental with congestion and frequent outages
    • Shared Satellite IP Solution did not have bandwidth to support ICP and support staff

• ERT Solution Provided
  - Fixed and wireless dedicated IP solution
Carlton Complex Fire Deployment
Okanogan Incident Command Post

• Incident Command Post situation:
  - Limited Cellular Services
  - Wi-Fi was limited to inside high school

• ERT Solution Provided
  - Equipment:
    • 10 Sprint cellular devices
  - Infrastructure
    • Cellular coverage
    • Wi-Fi solution
Animal Response & Recovery Situation:
- Building had no landline services
- Location had no cellular services

ERT Solution Provided:
- Equipment:
  - 5 Sprint devices to the Washington National Guard
  - 2 devices to the WA Animal Rescue and Recovery staff
- Infrastructure
  - Cellular coverage
  - Wi-Fi solution
San Juan Island County Fiber Optic Cable Cut

Issue:
San Juan Island County had a fiber optic cable cut underwater between Lopez and San Juan Island. The cut was located at a depth of 250 feet. The cut made communicating impossible within the chain of islands and to the main land.

Solution:
• Calling center
• Wi-Fi café

Communications Continuity:
• Allowed local government to coordinate resolution for network outage.
• Allowed local business and community to communicate off the island
Deployment Experience

Special Events

- G-8 Summit
- Papal Visit
- Republican National Convention
- Democratic National Convention
- Presidential Inauguration
- Presidential Funeral Services
- Garland School District Digital Resource Carnival
- Winter Olympics
- Episcopal General Convention
- Super Bowl
Engagement Process

Emergency Response Team
24x7x365 ERT Hotline staffed by our Dedicated ERT Support Team

888.639.0020 (24x7x365)
254.295.2220 (GETS users)
ERTRequests@sprint.com

Become a Facebook Fan!
www.facebook.com/SprintEmergencyResponseTeam