

Hurricane Florence by the numbers.

Hurricane Florence made landfall on September 14, 2018, hanging over the Carolinas for several days and bringing record amounts of rainfall, widespread power outages, hurricane-force winds and significant flooding. We followed through on our credo: "We run to a crisis, not away." Here is how Verizon performed during the recovery.

Network

43

Portable generators

95,000

gallons of diesel fuel for refueling operations, including backup generators at cell sites

17

mobile assets deployed including 2 SPOTs (Satellite Pico Cell on a Trailer), 4 COWs (Cell on Wheels) 3 eFEMTOs (Indoor Cell Sites) and 1 AirFEMTO (eFEMTO on a manned aircraft)

Agencies and organizations supported include:

- Wilmington Police Department
- Jacksonville Emergency Operations Center
- Lumberton Emergency Operations Center
- Newport Police Department
- Carthage Police Department
- North Topsail/Snead's Ferry EOC
- Atlantic Beach Emergency Operations Center
- Whiteville Emergency Operations Center
- Swansboro Police Department and local shelter
- FEMA Kinston office
- New Hanover County Emergency Operations Center
- Hope Hill Red Cross shelter
- Richlands Emergency Operations Center

Customers

3.6 million

customers in the parts of Georgia, North Carolina, South Carolina and Virginia in the projected path of the storm offered free calls, texts and data for four days

1.48 million

customers in the hardest hit areas of North Carolina offered free calls, texts and data extension for seven days

>1200

emergency devices for first responders and non-profit organizations

96%

of Verizon-owned stores reopened within 48 hours after the storm passed through the impacted areas of North and South Carolina

Community

40

employees engaged in a variety of activities, including staffing Wireless Emergency Communications Centers and charging stations at shelters, and supporting government officials and first responders and Emergency Operations Centers

11

emergency response vehicles deployed from around the country, including:

- Big Red, a big rig equipped with connectivity and 24 mobile workstations
- Mobile Command Trailer
- Tactical Command Trailer
- Accommodation Trailer
- Comfort Trailer
- WECC (Wireless Emergency Communications Trailer)

3

shelters supported with charging stations, phones and internet access for displaced residents

300+

hours of service donated supporting the communities in need and the first responders on the front lines

Philanthropy

\$1 million

grant to the American Red Cross to support recovery effort