Verizon Frontline

The Verizon Frontline Team stands ready and prepared to assist first responders during severe weather events.

Public Sector and government agencies

Recognizing the critical role of connectivity in continuity of operations planning, the following actions (among others) may be a useful part of your planning efforts:

- **Mitigate service disruption:** Think about what you need to help ensure continuous service to your communities, constituents and most importantly first responders.

- **The right tech makes an impact:** Ensure you have the right technology to support your operational business connectivity needs if you and your team are required to relocate, assuming you might need to move away from your primary location.

- **Contacts and documents are key:** Make sure you have contact information updated and readily available for all employees, including at-home information for remote workers and branch information for satellite offices.

- **Test, test and test again:** Stress-test primary and backup networks and shore up any weak areas. See below for important ways to help stay connected, such as activating Wifi calling.

- **Gather information:** Make a list of service contracts, warranty information and pertinent phone numbers for local authorities, utility companies, suppliers and vendors.

- **Keep track of equipment:** Ensure employees working from home have documented all corporate equipment being used to work from home in case of damage or loss.

- **Have a backup plan:** Ensure backup plans are in place to shift work in case work-from-home employees in a storm-impacted area are required to evacuate their homes or their home loses commercial power.

- **Keep devices dry and fully charged:** Plastic zipper storage bags help shield devices, and there are weatherproof phones, phone cases and other protective accessories available. Keep phone and tablet batteries fully charged in case commercial power goes out.

- **Get some backup:** When power is out for an extended period of time, charged portable battery packs can be a game-changer to help ensure you remain connected. Don't forget your car chargers in case you need to evacuate.

Key resources to help you stay connected

1. **Visit WiFi Calling at Verizon FAQs to learn about the built-in WiFi Calling feature and how it works with your smartphone. To activate WiFi Calling:**

    - WiFi calling needs to be activated on the Verizon network and cannot be activated on WiFi

    - First, your smartphone must be:

        - Android™ – Either connected to the Verizon network or able to access the Internet through a WiFi connection

        - iPhone – Connected to the Verizon network

    - Your smartphone must have HD Voice activated (most older Android™ devices list HD Voice under the Advanced Calling setting)

    - HD Voice is activated by default for our current smartphones. If you have an older smartphone you may need to activate HD Voice manually

    - Your smartphone must be able to access the Internet through a WiFi connection

    - You must accept the WiFi Calling Terms & Conditions when they are displayed

    - **You must confirm, update, or enter the US address when it displays (this is where you want emergency personnel to go if you call 911)**

        - Click here to view the steps to assign E911 locations for Android™

        - Click here to view steps to assign E911 locations for iPhone

    - iOS smartphones must be connected to the Verizon network in the US and can't turn on WiFi Calling outside of the US.

2. What is Wireless Priority Service (WPS) and how do I use WPS?

Wireless Priority Service (WPS) provides the emergency preparedness and national security community with priority cellular communications when excessive call volumes exist. WPS supports federal, state, local, tribal and territorial governments, public safety and emergency responders; industry partners who are responsible for maintaining the Nation's critical infrastructure; and other authorized users. Please refer to dhs.gov/cisa/wireless-priority-service-wps for more details. WPS requires enrollment. Please refer to verizon.com/business/solutions/public-sector/public-safety/programs/first-responder-benefits/#boxvoice for a step-by-step guide.

Once mobile device(s) are enrolled, if call congestion occurs, dial *272 followed by the 10-digit number you're trying to reach or use the Priority Telecommunications Services (PTS) Dialer app. The app can access your contact list and dial *272 for you to assist in streamlining the call process. secure.

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3. What is the Priority Telecommunications Services(PTS) Dialer App?

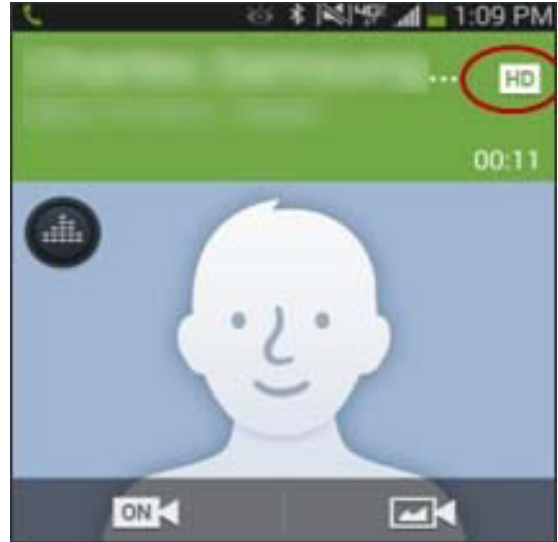The "PTS Dialer" app provides a streamlined way of making priority calls.

- Download the PTS Dialer app for Android™ (5.0 and later— get it on Google Play

- Download the PTS Dialer app for iOS (11.0 and later— download from the App Store

4. Learn about HD Voice Call and how to place a call:

Visit verizon.com/support/hd-voice-faqs/. Most HD Voice capable devices also support Wi-Fi Calling. Wi-Fi calling engages automatically without user intervention and only in cases where the cellular network coverage is poor. Wi-Fi Calling does not support Wireless Priority Service (WPS/GETS).

To place an HD Voice Call:

- Open the **Phone** icon.

- From the keypad tab, enter the preferred number then tap Send.

- Upon successful connection, an HD indicator appears. **HD**

- The image to the right is for informational purposes only. The actual location of the HD icon may vary.

For more information, please visit verizon. com/about/news/verizon-ready-hurricane- milton.

If you are a public safety agency in need of emergency support call the Verizon Frontline Crisis Response Team at 800.981.9558.

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