

Communication and delivery services restored just days after a major hurricane devastates Puerto Rico.

Private sector partnership and out-of-the-box thinking helps Puerto Rico get back on its feet after a devastating hurricane.

Telecommunications and power infrastructure destroyed

During Hurricane Maria, one of the strongest hurricanes to hit Puerto Rico in 90 years, the territory's telecommunications and power infrastructure were destroyed. Over one million residents lacked electricity or means of communication. And more than 56,000 people were without potable water.

1M+

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56K+

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Puerto Rican citizens disconnected from the world – and outside help

As a result of this devastation, citizens had no connection to the outside world. And without mail service, things like prescriptions, medical supplies, humanitarian aid and other essential items could not be delivered.

A partnership between Verizon and a letter and package delivery service helps to reestablish communications.

Extensive damage to the power and telecommunications grid required a unique and expedited solution to get communication and delivery services up and running as quickly as possible. Verizon partnered with a letter and package delivery service provider to deploy a satellite solution that provided voice, data, wireless and point of sale communications.

The Verizon solution included:



Satellite access

Bypassing the destroyed infrastructure, satellite communications helped to get delivery services up and running again



Professional Services

Verizon consulted with the delivery service provider – from solution design and surveying the land, to engineering and implementation – in order to reestablish communications in days



Managed Services

Across Puerto Rico, Verizon manages the locations of the satellite telecommunications infrastructure

Delivery of prescriptions, medical devices and other essentials is restored.

Once communications were reestablished for citizens, businesses and government agencies, humanitarian aid could be delivered, including:

- Food, water and other essential items to remote and affected areas
- Prescriptions for citizens who needed medications and medical devices
- Medical supplies and equipment to replenish depleted inventory at hospitals
- Regular letters and packages to a majority of the region

Why Verizon

We work to help government agencies run their best. With our proven technical expertise in the public sector, you get in-depth support to help align your network and solutions with your objectives. We offer Professional and Managed Services across a wide spectrum of technologies and will partner with you to help strategically plan, implement and manage them every step of the way.

Verizon received a Supplier Performance Award for its exemplary efforts in helping the agency achieve its mission.

“Verizon is proud that this mail delivery system trusted us in such an unprecedented, critical moment. Working with the them, we were able to develop a solution which not only enabled the delivery of essential items, but helped the citizens of Puerto Rico regain some sense of normalcy.”

–Mike Maiorana, Senior Vice President for Verizon Business Group.¹

Find out how Verizon Professional and Managed Services can help your agency rapidly innovate and adapt to manage almost any situation life throws at you.

Contact your Verizon Government Account Manager.