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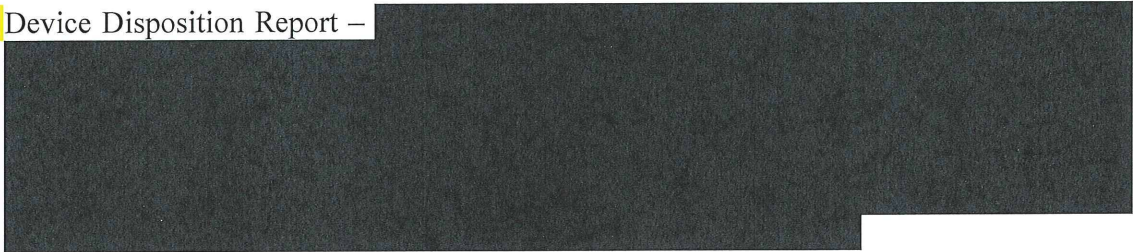
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SECTION A – MANAGEMENT NARRATIVE

The following sections are outlined in accordance with Sections 2.9 through 2.13 of the RFQ.

Section 2.9 Contractor Deliverables

Verizon Wireless shall provide the deliverables as specified in Section 2.9, Table 2-3 with the exception of the deliverable identified below:

1. Device Disposition Report – 

Section 2.10 (Program Management)

2.10.1 Program Management Plan

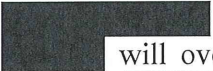
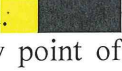

Verizon Wireless will provide national and local team members, as outlined below, to support the Government. The Government will be assigned a dedicated Verizon Wireless Program Manager,  to provide the highest level of strategic sales and contract support.  will oversee all activities of the GSA FSSI contract and act as the primary point of contact.  point of contact information is detailed below as well as alternative POCs assigned to the GSA FSSI contract. The designated Program Manager listed will provide, at minimum, assistance with normal and urgent requests.

Table 1

GSA FSSI Account Program Leadership/Management/Escalations Team			
Position	Contact	Phone #	E-Mail
Program Manager *1 st point of escalation	[REDACTED]	[REDACTED]	[REDACTED]
Associate Director – Contract Management *2 nd point of escalation	[REDACTED]	[REDACTED]	[REDACTED]
Associate Director – Contracts and Proposal *3 rd point of escalation	[REDACTED]	[REDACTED]	[REDACTED]
Director *4 th point of escalation	[REDACTED]	[REDACTED]	[REDACTED]
Executive Director *5 th point of escalation	[REDACTED]	[REDACTED]	[REDACTED]

The Government Support Center will provide dedicated representatives to support pre- and post-sales issues with ordering, service, billing, technical, payment and warranty issues. The Government Support Center representatives are trained in customer care, account management, sales support and multiple billing systems. The Government Support Team will add value to the FSSI contract by:

- Providing a dedicated 1-800 support team whose sole purpose will be to support the Government’s billing and account maintenance for the duration of the contract
- Maintaining an Internet e-mail response team
- Analyzing, researching and resolving billing, service and equipment inquiries and any necessary adjustments
- Explaining features and benefits of products and services
- Troubleshooting service and equipment issues
- Processing orders, activations, disconnects, suspension requests
- Providing price plan analysis and changes
- Scheduling installation and/or repair appointments

The Government Support Team can be reached at a dedicated, toll-free number, 1-800-295-1614, Monday through Friday, 7:00 AM - 11:00 PM EST and via email at VZWGovt.Accts@verizonwireless.com.

In addition to the GSA FSSI Account Management Team and Government Support Center notated above, the following individuals will also be available to assist the Government subscribers with sales and support functions related to the GSA FSSI BPA.

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➤ Government Technical Support Team

Technical Support Specialists are available twenty-four (24) hours a day, seven (7) days a week to assist Government subscribers with their technical inquiries. This group of specialists can be reached toll and airtime free by dialing 611 or *611 from the wireless phone or via our toll-free number. In addition, the Technical Support Specialists will assist the Government subscribers by:

- Explaining all device features and capabilities
- Conducting over-the-phone equipment demonstration
- Providing multiple tiers of technical support.

➤ Wireless Data Technical Support

Verizon Wireless' Wireless Data Technical Support group (WDTS) will provide Government subscribers with wireless data connectivity support and problem resolution. The WDTS is available 24/7 by a toll free number.

➤ Technical Support – IT Help Desk to IT Help Desk

Verizon Wireless will also provide the Government with access to our Enterprise Help Desk team. This team provides the highest level of technical support from an “IT Help Desk to IT Help Desk” perspective.

The Enterprise Help Desk will assist the Government with the following items:

- IT Help Desk to IT Help Desk Support provided for all Verizon Wireless Data Products and Services
- 24x7 Support – 365 Days
- Dedicated Toll Free Number
- No IVR / Faster Response
- Immediate Escalation Paths
- Warranty Replacement Assistance
- Advanced Training Provided to Certified Technicians.

➤ Local Government Account Manager

Local Government Account Managers will assist the Program Manager and Federal Account Managers with providing sales support to Government subscribers at the local level. The local Government Account Managers will keep the Government subscribers updated on the latest technology. Each Government Agency's regional office within a Verizon Wireless territory will be supported by a local Government Account Manager.

➤ Global Enterprise Advisor

The Government's account will also be supported by dedicated Global Enterprise Advisors (GEA). As a member of the Government Support Team, the GEA's role will be to manage Government's day-to-day account activity, create and send reports to the Government, complete account-specific

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projects, monitor accounts receivables, and conduct monthly bill reviews with authorized contacts to promote accurate billing. The dedicated Global Enterprise Advisor Team can also provide monthly billing reports as needed and personalized support for billing escalations and non-standard requests.

➤ Government Contract & Project Management

The Government Contract & Project Management Team's responsibilities include account setup and billing prior to activation, account maintenance, and meeting our contract deliverables such as device provisioning, deployment and end user training. This team is based in the Washington, DC area and travels nationally to support agency requirements.

➤ Deployment Management Team

The Deployment Management Team is the liaison between the customer, sales, and the various internal departments within Verizon Wireless. The team is designed to maximize continuity and superior success throughout deployment planning and execution by delivering the following capabilities during device refreshes new device implementations and or account migrations:

- Device and accessory ordering logistics
- Onsite device staging and set-up
- Onsite customer support (phonebook transfers, ESN changes, general troubleshooting)
- Onsite device programming (Enterprise activation assistance upon agency request)
- Onsite hands on device training
- Onsite DOA device swap
- Scheduling logistics to ensure smooth process flow
- Various deployment inventory reports (upon agency request)

➤ Local Number Portability (LNP) Team

The local number portability team is a dedicated porting team that will assist the Government Account team with managing the porting process to ensure that it is a smooth and seamless transition for the Government's subscribers.

- Local Number Portability

Verizon Wireless will enable Government subscribers to retain their mobile numbers when switching to Verizon Wireless service in territories we own and operate. To port lines to Verizon Wireless, a Government subscriber will need to provide the billing name and address and the account number from the old carrier. To help ensure that there is no loss of service, the existing service should not be cancelled before Verizon Wireless begins the porting process. Once Verizon Wireless has all of the required information, it will submit the port requests for those lines.

Any number that a Government subscriber wants to port must first be eligible for porting. Eligibility is based on the geographic locale of the number (the number must remain associated

with the same geographic area and Verizon Wireless must be licensed to provide service in that area) and the number must be active with the old wireless carrier.

A single wireless-to-wireless port is typically accomplished between three (3) hours and one (1) day. Landline-to-wireless ports typically occur within four (4) days. Please note: Actual processing time may vary depending on the complexity of the port, and the previous service provider. Multiple ports may extend the processing time. While there may be some delay in the porting process, any eligible line should port in from the old wireless carrier.

During the porting process, subscribers may occasionally have no service on their handsets while the Mobile Telephone Number (MTN) is being transferred between carriers. Verizon Wireless cannot provide service until the MTN has been activated on the Verizon Wireless network. At the same time, the incumbent carrier may have disconnected service from the incumbent network.

1. Quality Assurance

Network

Verizon Wireless' commitment to quality is evident in our ongoing investment in the expansion and enhancement of our network. Verizon Wireless has invested more than \$65 billion since we were formed – \$6.0 billion on average every year – to increase the coverage, reliability and capability of our premier nationwide network and to provide new services to our customers.

We strive to operate our wireless network at optimal performance levels so that we can continue our record of providing the most reliable nationwide wireless network. We continually test and evaluate network performance, and when service anomalies are detected, we take immediate steps to resolve or remediate the situation. Our maintenance organization staff members are distributed in centers across the country and have areas of expertise and responsibility, such as microwave, switch, cellular radio, power. They are also cross-trained to handle a wide variety of system maintenance issues - all in an effort to maintain service reliability. Our success in these efforts is evidenced by the fact that fewer than 2 percent of the calls placed on Verizon Wireless' network are dropped or fail to initially connect - even during the busiest hours of the day - as well as by our continual subscriber growth.

Verizon Wireless is committed to customer satisfaction in all facets of our performance and is pleased to offer the following network service level targets:

Data:

- Lost connection (total Verizon Wireless): Lost connection rates of 2% or less, reported nationally as a monthly average.
- Connection failure (total Verizon Wireless): Connection failure rates of 2% or less, reported nationally as a monthly average.

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- EV-DO Throughputs: Average reverse link throughput of 500-800 Kbps and forward link throughput of 600-1400 Kbps.
- 1X Data Throughput: Average data throughput of 60-80 Kbps for National Access Service.

Messaging:

- Text Message Delivery: Text Messages will be delivered within 30 seconds 95% of the time on average.

Voice:

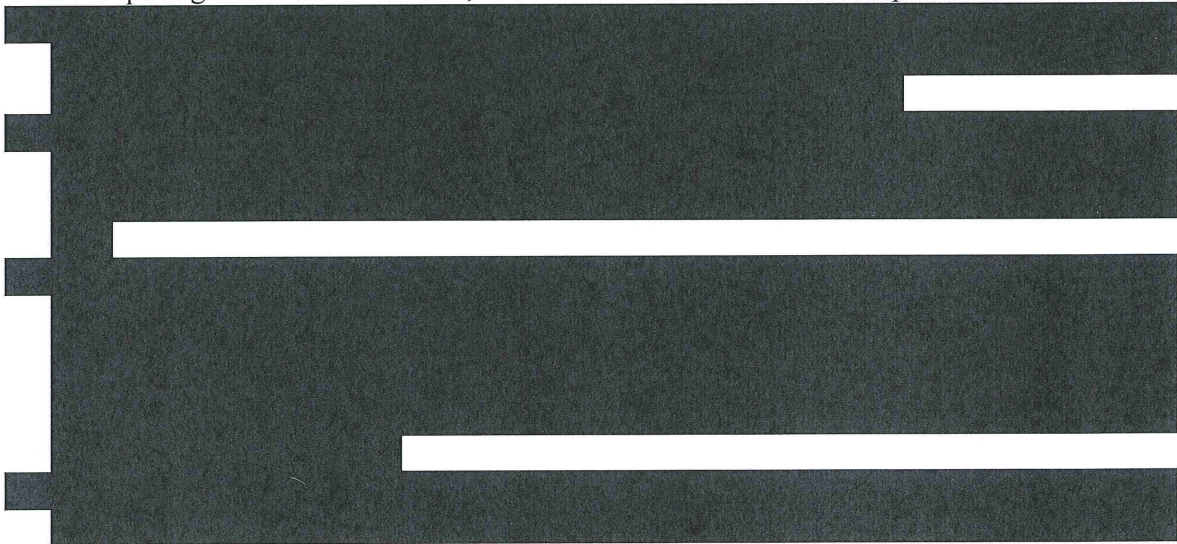
- Cell availability (total Verizon Wireless): Cell availability of 99.90% every month of calendar year.
- Lost calls (total Verizon Wireless) rate of less than 2%, reported nationally as a monthly average.
- Ineffective attempts (total Verizon Wireless) rate of less than 2%, reported nationally as a monthly average.

All performance percentages are measured nationally as a monthly average, across the entire Verizon Wireless network, and are based on normal volume requests. Performance percentages are not measured specifically per customer or segment. High volume requests may preclude meeting the above timelines.

Customer Support

In addition, to continuously provide our customers with exceptional service, Verizon Wireless strives to meet the following customer service targets based upon a normal volume of requests:

For orders requiring additional assistance, or for transactions that cannot be processed online:



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[REDACTED]

Note, for speed and convenience, the Verizon Wireless online portal (My Business Account) may be utilized to immediately process many account transactions on a 24/7 basis, including ESN/MEID (Electronic Serial Number/Mobile Equipment Identifier) changes, suspensions, and reactivations. Other requests, including deactivations, price plan and feature changes, and user information changes, can be made through the online portal and will be processed on the day of the request.

[REDACTED]

2. Billing and Financial Management

Verizon Wireless will provide detailed billing, usage details of all Government subscribers, lines of service, account numbers with overages (i.e., voice, text, data) to the Ordering Entity. Verizon Wireless offers the following options:

- My Business

With My Business Account, Government subscribers can:

- Access online statements
- Make payments online
- Manage your accounts
- Use robust, online reporting tools

- Interactive Voice Response (IVR)

Authorized account representatives who call Verizon Wireless will be able to perform the following actions without speaking to a Verizon Wireless employee, 24 hours a day, 7 days a week:

- Make bill payments
- Check account balance
- Check usage (voice/data)
- Reset voice mail password (greeting and messages retained)
- Reset entire voice mailbox (existing greeting/messages forfeited, start over)
- ESN change to existing device via Over-the-Air Programming (*228)

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- Suspend service to a device that has been lost or stolen (including billing suspension)
- Reconnect service to a lost/ stolen device that has been recovered

In order to utilize the IVR, authorized account representatives must send an email to vzwfederal.accounts@verizonwireless.com and include their name, account number or Mobile Telephone Number, and designate a password (strictly numeric) of four to eight characters.

Authorized account representatives must dial (800) 922-0204 or dial *611 from their Verizon Wireless device to take advantage of the IVR enhancements. Upon connection to the IVR, the account representative will be guided through various menu offerings. Self-serve opportunities will be handled based upon the caller's selection on the key pad. In the event the account representative selects a service that is not supported by self-service, the call will be routed to the Government Support Center (GSC) for assistance from the next available employee.

- Government Support Center (GSC)

Verizon Wireless' dedicated GSC team is available to help government customers manage their wireless accounts. The GSC is in constant communication with our customers and will handle all aspects of account maintenance. Hours of operation are Monday-Friday 7:00 am to 11:00 pm E.S.T., 24/7 for technical support, and can be reached at (800) 922-0204.

Verizon Wireless' GSC capabilities:

- Handle account maintenance and billing inquiries.
- Provide periodic calling plan assessments to ensure optimum value for your organization. Our staff will work with you to define specific requirements.
- Create reports so you can review the cellular service your agency is using nationwide.
- Alert you of updated or new calling plans and equipment pricing.
- Consolidate invoices, provide summary & detail management reports for qualified accounts.
- Note trends, resolve issues for full understanding of account status, distinguish inconsistencies and take action for resolution.
- Handle tier 1 and 2 technical support
- Online Training Webinar

3. Reporting

Verizon Wireless will provide the Government with its commercially available reporting to manage its wireless usage, including but not limited to, usage detail reports, device purchase reports and coverage reports. In addition, Verizon Wireless will provide information during our

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Quarterly Program Management Reviews relating to the processing of orders, change requests and resolving problems during our Quarterly Program Management Reviews.

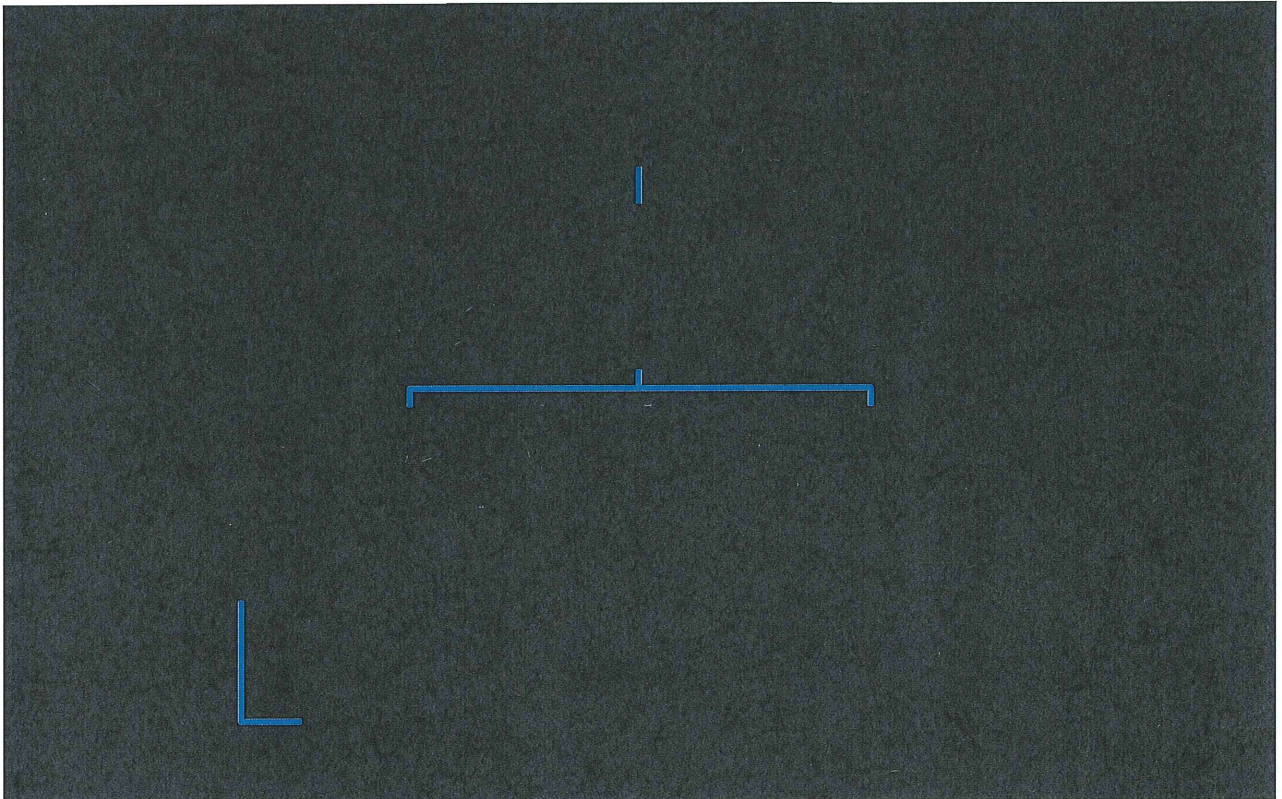
Verizon Wireless will provide network performance reports on a case-by-case basis to Government organizations that agree to our confidentiality terms and condition as these reports are considered confidential and proprietary information.

4. Government Support Organizational Chart

The Government Support Organizational hierarchy is outlined in Section 2.11.1 above.

5. Program Leadership/Management/Escalations

The following chart identifies the program leadership associated the GSA FSSI BPA.



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2.10.2 Quarterly Program Management Reviews

Verizon Wireless will provide quarterly reviews with the Contracting Officer and his/her designated representatives. Exact dates and locations shall be coordinated with the BPA Contracting Officer and Verizon Wireless. The review will be designed to optimize the Government's utilization of services offered under the contract to provide best value with the following objectives:

- Provide a periodic high level update of key wireless program metrics
- Help ensure best possible value for the Government's wireless expense
- Clarify and resolve any outstanding issues to optimize operations and communications between Verizon Wireless and the Government
- Provide summary results of total BPA activity, by Agency (or Bureau), state and local summary and other authorized entities
- new ways that wireless technology can support the Government's mission

The content of each review will be customized according to the FSSI's needs, and will provide updates/reports on topics such as:

- GSA FSSI Support Team - current names/contact information for Verizon Wireless employees dedicated to supporting the GSA FSSI BPA under this contract
- Activations - three (3) month trend
- Lines in service - review of the total lines in service under the contract
- Deactivations - three (3) month trend
- Billing - three (3) month trend
- Accounts receivable - three (3) month trend
- Equipment inventory - snapshot of device models in use by FSSI.
- Monthly airtime usage & overages (if any) – three (3) month trend
- Process improvements that may be undertaken by the Contractor, the Government, or both parties to create additional efficiencies or cost savings.
- Planned technology enhancements, in support of ongoing refresh of devices and services offered under this agreement
- Any invoicing, technical or other programmatic issues
- The status of carrier's network expansions, improvement enhancement plans
- Potential contract vehicle impacts by changes in the wireless telecommunications industry or by new wireless service offerings
- Modifications: completed, In-Process, Potential

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2.10.3 Government Letter of Authorization (LOA)

Verizon Wireless shall only require one Letter of Authorization (LOA), per FAR Part 51, to authorize an agency-designated third-party to act on the Ordering Entity's behalf. Verizon Wireless shall extend the same service, cooperation, and courtesy as they would directly to the Ordering Entity.

2.10.4 Training

Verizon Wireless shall provide technical and training support under this BPA for major projects as requested at no additional charge, which could include but are not limited to, new SEDs training. Verizon Wireless will provide necessary online self-training in the use of its web site, new processes and procedures applicable to the services and products being made available under the resulting contract.

2.10.5 Marketing Support

As a part of its overall Government program, Verizon Wireless will continue to develop marketing collateral to support the sales efforts of the GSA FSSI contract vehicle. The collateral will identify the services and products offered under the contract. Sales and support team contact information will also be included in the marketing collateral. Upon contract award, Verizon Wireless will train its Government Sales and Support Team to support the promotion and administration of the contract. In addition, emails and bulletins may be displayed on the online ordering website customized for the Government.

Section 2.11 Transition

2.11.1 Transition Scenarios

2.11.2 Waiver of Termination Fees for Transfer

No termination fee or reactivation fees shall be assessed against any account transferring to or from the BPA, regardless of current service provider. Migration shall include porting telephone numbers, as applicable and described in Section 2.11.2.

2.11.3 Transition Plan

Verizon Wireless employs a dedicated deployment / project management team(s) which leads transitions of wireless handheld devices. (A dedicated transition Project Manager and back-up support will be assigned after contract award). These teams have experience managing transition

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projects and deployments of various sizes, including quantities exceeding 25,000 units in a single deployment for over 56 site locations nationwide which required over 3,000 planning staff hours and 11,000 on-site staff hours over a 6 month period. These transition projects typically involve complex implementation strategies, including: shipping and on-site delivery of devices across multiple locations, delivery of service directly to end users, and mass porting of services from other carriers. This process requires a precise project management plan based on the customer's specific requirements and coordination between multiple contacts within Verizon Wireless and the government customer(s).

The overall transition project management plan is customized with each contract award in order to meet the specific deliverable requirements of the customer(s). The project / deployment manager(s) work closely with the internal and external core teams for fluid communication throughout the planning phase and project lifecycle. Forms and documents including, but not limited to the Work Breakdown Structure, Activity List, Schedule, Risk Register and Lessons Learned are monitored and updated daily or as needed. Verizon Wireless has successfully managed all aspects of large-scale transitions including: providing on-site support, developing and presenting training materials, live demonstrations of device functionality, shipment of large numbers of devices, staging of devices, asset tagging, setting up online account management tools, status reporting, complex billing structures, loading third party applications on handsets, and other requests. These services are provided at no additional cost to the government.

As an extension of this dedicated project team, Verizon Wireless also utilizes our experienced field personnel across the country to provide the resources that are needed to execute large deployments and/or transitions within a short period of time.

Sample Contract Kickoff / Transition Project Plan Summary

Time Frame	Milestone
--	[Redacted Milestone]
--	[Redacted Milestone]
--	[Redacted Milestone]
--	[Redacted Milestone]
--	[Redacted Milestone]
--	[Redacted Milestone]
--	[Redacted Milestone]
--	[Redacted Milestone]



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2.12.2 Emergency/Disaster and Special Event Coverage

Verizon Wireless' cross-functional planning team, led by the Business Continuity / Disaster Recovery ("BC/DR") department, has a plan of action based on projected risks and potential impact to our operations. The plan includes, but is not limited to:

- Wireless network capabilities:
 - Wireless services (including traditional voice calls, text messaging, and enhanced data services) are designed to operate with limited daily human intervention.
 - Remote monitoring and maintenance capabilities permit adjustments to systems without dispatching technicians to site.
 - Two separate Network Operations Centers monitor nationwide network performance 24x7x365.
 - Teams can perform numerous adjustments to enhance services and leverage equipment inventories from across country to increase capacity, including portable network assets.
 - Leverage Telecommunications Service Priority ("TSP") to expedite repairs or circuit installations to support wireless network if needed.
 - Wireless Priority Service ("WPS") provides eligible customers with priority access.

- Operational capabilities:
 - Mission critical systems and business/technical functions have recovery plans which include actions if:
 - a building or facility is closed,
 - there is a reduction in personnel,
 - a critical vendor is disrupted.
 - Customers benefit from our ability to route customer service calls to the optimal locations nationwide as well as from our online account management tools.
 - Employees in many critical roles utilize secure telecommuting technologies.
 - Our nationwide footprint allows teams from across the country to support affected locations or teams.
 - Safety supplies stockpiled in strategic locations to help keep employees safe.
 - Leverage communication tools to maintain situational awareness: including Intranet, broadcast emails, broadcast text messaging, and hotlines.

Verizon Wireless' primary goal during an emergency crisis period is to maintain the network for all subscribers. As such, Verizon Wireless cannot guarantee that data speeds won't be changed during such period.

Proactive Support

Verizon Wireless supported the 2009 Presidential Inauguration by:

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- Validating and increasing capacity of landline and wireless networks in the DC Metro area
- Activating Crisis Management Teams prior to and on Inauguration Day to monitor the event
- Coordinating efforts with local, state and federal agencies
- Briefing local employee teams to ensure awareness and preparation
- Deploying COWs to Washington, DC to support an estimated 3 million visitors

Emergency Events

Verizon Wireless has repeatedly earned recognition for its services during events like 9/11, the hurricane season of 2005 (Katrina/Rita/Wilma), and Hurricane Sandy of 2012. During these events, Verizon Wireless has worked closely with many Government Agencies and various emergency/first responder teams to insure their needs are met. Internal emergency procedures are designed to:

- Assure employee and customer safety.
- Assist employees before and after crisis situations.
- Aid in cooperation with law enforcement.
- Effectively control losses.
- Provide escalation contacts.

With threats of hurricanes, tornadoes, wildfires and other natural disasters always a possibility, customers rely on us to keep them connected and productive, even when the unexpected happens. Verizon Wireless' planning and preparation for natural disasters are designed to maintain the continuous operation of our wireless network. Since many disasters cannot be prevented, we plan ahead to minimize the impact of an incident to our employees, customers, infrastructure and ongoing business operations.

Our reputation as the nation's most reliable network is supported by: industry-leading redundancy - standard Verizon Wireless network-reliability features include battery backup power at all facilities as well as generators installed at all switching facilities and many cell site locations; maintenance measures; and our fleet of mobile equipment - we deploy mobile cell sites, or boost the call-handling capacity of existing sites, to enhance our network when there is a natural disaster or other unplanned event. We also provide wireless phones with service to aid emergency responders, relief workers and others. The following are recent examples of how we responded to natural disasters and kept customers connected when they needed it most.

TORNADOES:

In June 2011, tornadoes and severe weather caused extensive damage across Western and Central Massachusetts. Even as the storms battered the Commonwealth, Verizon Wireless was taking action - reaching out to offer support to our public safety partners. The Government Sales and Network teams partnered to assemble and loan six mobile power generators to the Federal

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Emergency Management Agency (FEMA), and the Monson and Springfield Police Departments. Our Network organization worked throughout the storms and overnight to add extra capacity to several cell sites. Additionally, we deployed Push To Talk devices for use by first responders in their recovery efforts.

In May 2011, Verizon Wireless sent three temporary cell towers to provide emergency wireless calling capacity and coverage in and around Joplin, MO, after a tornado devastated the area. The temporary towers provided network coverage to Verizon Wireless customers in some of the hardest hit areas in and around Joplin so that they could contact family, friends and loved ones. Our Network team also worked with local emergency management personnel to determine the best locations for the temporary cell towers. Additional temporary resources, including a mobile charging station and a temporary store, were sent to the Joplin area.

In April 2011, after dozens of tornadoes devastated the South, Verizon Wireless set up three temporary cell towers to provide emergency wireless calling capacity and coverage in Cullman, Centreville and Jasper, AL. Towers used by Verizon Wireless were destroyed in each of those towns during the storms. The temporary towers provided network coverage to Verizon Wireless customers in some of the hardest hit areas of the state so that they could contact family, friends and loved ones. Other Verizon Wireless efforts to support our wireless network included: the delivery of generators to cell sites to keep the network operating at full strength in those areas where power was lost; the delivery of generators to Verizon Wireless Communications Stores across the state without power to enable customers and other wireless users to charge devices and make calls free of charge; and the placement of mobile resources, including temporary stores and phone banks in Tuscaloosa and Pleasant Grove to help residents charge devices and make calls to family and friends. Verizon Wireless also deployed a Crisis Response Team to Smithville, MS to provide storm victims with various communication needs. A Verizon Wireless RV was set up in a parking lot and residents and first responders could charge their wireless phones and connect to the Internet via tablets and laptop computers. The Crisis Response Team also had a supply of activated phones for use on site by anyone whose phone was lost or destroyed during the tornadoes. Verizon Wireless also deployed a repeater and a Cell on Light Truck (COLT) to the Smithville area to enhance cell service capacity.

In June 2010, after tornadoes tore through central Illinois, Verizon Wireless set up a temporary cell site in the city of Elmwood. The temporary cell site provided additional wireless voice and data service to those in the community to enable communications. Elmwood officials requested that we establish the cell site to provide additional wireless service as city employees and community members began to address the aftermath. In addition to setting up a Cell on Wheels (COW), we also provided emergency personnel in Elmwood with a number of cell phones and other devices to enable wireless communication throughout the clean-up efforts.

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In February 2008, when tornadoes swept across Tennessee, we lived up to our claim of the nation's "most reliable" wireless network - our voice and data network continued at over 95% efficiency. In Lafayette, a particularly hard-hit area, we set up a mobile Communications Store to accommodate the community. Free replacement phones were distributed, along with car chargers. Many citizens who were not already Verizon Wireless customers were assisted with pre-pay phones equipped with minutes, allowing them to make necessary calls.

In March 2007, a series of tornados in Alabama and Georgia devastated several communities. One tornado that struck in South Georgia left a one-mile by six-mile path of debris and destruction across the city of Americus' historic homes, retail district and most of the area medical facilities. The Verizon Wireless network proved once again that it is the most reliable as customers, residents and emergency personal relied on it to stay connected. Based on testing conducted one day after the storm, the Verizon Wireless network had the highest rate of successful calls of those carriers tested. Within several hours of the tornado, the Verizon Wireless team mobilized and was ready to help this devastated city. The retail team took the lead and set up a Wireless Emergency Communications Center outside our local store offering water, free calls, battery charges and more to anyone that needed it. We also worked with first responder agencies including the Emergency Medical Services team and the local Fire and Rescue teams to provide them with phones, service and backup batteries.

RAIN STORMS & FLOODS:

In June 2011, to assist the more than 10,000 residents who fled their homes due to flooding of the Souris River in Minot, N.D., Verizon Wireless deployed resources to augment our wireless communications, network capacity and coverage in the Minot area. Our Network Team added capacity to cell sites in the Minot area and to further augment network capacity we activated a temporary cell site, known as a Cell on Wheels (COW). Additionally our Crisis Response Team distributed more than 125 wireless devices to the North Dakota National Guard and American Red Cross serving the area. And we opened a Crisis Communications Center in a 16-foot trailer, offering free Internet access, phone calls and charging stations for residents to charge their wireless devices.

In May 2011, the Verizon Wireless network team added capacity to cell sites in several communities impacted by flooding of the Missouri river and its tributaries. Because of increased wireless usage, we added thirty percent more capacity to cell sites in the cities of Minot, N.D., Bismarck/Mandan, N.D. and Yankton, S.D.; and twenty percent more capacity to the cell sites in the cities of Pierre, S.D. and Sioux City, Iowa. Additionally, we deployed a Cell on Light Truck (COLT) to the Bismarck area, in the event a temporary cell site was needed.

In May 2011, in preparation for the cresting of the Mississippi River, Verizon Wireless positioned our Crisis Response Team in Memphis, TN. A Disaster Relief RV was on hand to provide: activated phones; Internet access through laptops, tablets and MiFi™ hotspots; and device-

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charging stations on-site to help Memphis residents in need of communications support. Additionally, we enhanced wireless capacity at key cell sites throughout the Memphis area to manage increased call volume and data usage. A Cell on Light Truck (COLT), able to handle thousands of calls in one hour, was deployed to Tiptonville, TN, to enhance wireless coverage in Tiptonville and surrounding areas damaged by flooding.

In May 2010, when record-breaking rain and flooding deluged the Nashville area, we set up two mobile communication stores to service customers' needs and help area residents contact family, friends and loved ones. Our mobile communication stores are equipped with: fully-functional devices, so people without working cell phones can make calls free of charge from our pool of wireless phones; a battery charging station that allows people to charge their cell phones and Smartphones at no cost; and standard store capabilities enabling our customers to conduct standard activities, such as purchasing phones and accessories and paying bills. In addition to the mobile stores, we also provided aircards and MiFi devices to FEMA for its emergency efforts.

In April 2007, when a nor'easter disrupted service to cell sites in southern New Hampshire, our Network team worked to restore service over a span of four days. In addition to restoring service to the original sites, Verizon Wireless also deployed a fully-functional COW to enhance wireless capacity, allowing more customers to use their wireless handsets concurrently to make calls.

In December 2006, 90-mile-per-hour winds and heavy rain pounded the Pacific Northwest knocking out power to more than 1.5 million homes. The Pacific Northwest Network team worked around the clock throughout the storm to provide critical communication. Our switches were fully operational as well as the vast majority of our cell sites, thanks to the generators and backup battery power we had installed for use in emergencies. Within eight hours we also provided more than 200 emergency phones to Puget Sound Energy and the City of Bellevue for their line crews as their primary wireless provider went down.

HURRICANES:

In August 2011, prior to Hurricane/Tropical Storm Irene making landfall, Verizon Wireless activated our Crisis Response Team and staged equipment in strategic locations in preparation for recovery activities. In August and continuing into September, our Network, Government and Business Sales and regional Operations teams worked closely with emergency management officials during the storm's aftermath. We:

1. Loaned hundreds of wireless handsets and dedicated mobile Internet hotspot devices to local, state and federal public safety organizations engaged in relief efforts.
2. Activated additional network resources, including temporary mobile cell sites and generators, to assist customers and public safety teams, including:
 - o Brattleboro and Dover, VT - A CROW (Cell Repeater on Wheels) was deployed in both towns at the request of local emergency response teams.
 - o Stockbridge, VT - A COW was activated to assist emergency response efforts.

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- Loyalsock, PA – We coordinated with the township to provide a Mobile Communications Trailer and resources to help residents stay in communication with family and friends.
- Mehoopay, PA - First responders lost communications after severe flooding knocked out local emergency communications. A COLT (Cell on Light Truck) was activated to support emergency services within 48 hours.
- Wilkes-Barre, PA – We coordinated with the City to provide a mobile communications center.
- Margarettsville, NY - A COLT was activated to enhance coverage for emergency responders and reconstruction contractors after severe flooding and road damage.
- Prattsville, NY - A COW (Cell on Wheels) was activated within 24 hours of a government request in a location of the Catskill Mountains hit particularly hard by rain and flooding.
- Stumpy Point, NC - A COLT was deployed to serve emergency workers after Route 12, the only access road to southern Hatteras Island, was flooded.
- Many temporary command locations were outfitted with wireless coverage. The regional Network teams from Maine to the Carolinas acted quickly to meet customer needs, despite many employees having lost power for several days at their own homes.
- Deployed a mobile communication trailer to Paterson, NJ, providing free domestic and international calling, Internet and recharging access to local residents without power.
- Mobile Command Centers were also dispatched to North Carolina and in New Kent, King and Queen Counties, Virginia.
- Provided free recharging, domestic calling and Internet access from devices within all company-owned Verizon Wireless Communications stores.
- Donated \$10,000 to the Vermont & New Hampshire Valley Chapter of the American Red Cross. Additionally, Verizon's philanthropic arm - Verizon Foundation - gave the American Red Cross a \$100,000 grant to assist in relief efforts in communities affected by Hurricane Irene.

These Mobile Telephone Switching Offices further strengthen wireless coverage and advanced services for our customers throughout the state year-round. Our super switches are designed to withstand a Category 5 hurricane. In addition to hardened shells, they feature large-scale, on-site power generation; redundant operations and technologies; and other back-up systems to ensure the Verizon Wireless network remains strong, running and reliable. The switches also serve as Emergency Operations Centers for Verizon Wireless engineers and technicians working to ensure continued wireless network operation in the event of a hurricane or other crisis.

In September 2008, Hurricane Ike decimated the Houston/Gulf Coast region. Within 24 hours of Hurricane Ike's landfall our network had an 86.9% successful rate for calls attempted, as indicated by our network test drives. While the majority of the Houston/Gulf Coast network remained up

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and running throughout the storm, technicians worked around the clock to restore cell sites affected by flooding and power outages and to deploy Cells on Wheels (COWs) to boost network capacity in areas where residents and rescue workers relied on wireless communications in the storm's aftermath. We also provided several hundred phones and Mobile Broadband air cards to rescue agencies and provided free minutes of air time to victims and rescue agencies. Additionally, our Facilities teams worked tirelessly to deliver generators and make repairs at stores around the region. We set up Wireless Emergency Communication Centers to serve residents and rescue agencies in the areas of greatest need. Residents who lost landline phone service and/or coverage from their wireless carriers were able to visit their local Verizon Wireless Store to make free phone calls and charge up or service their wireless phones.

At the end of August 2008, Hurricane Gustav slammed into the Gulf Coast. Within two days, 90% of the Verizon Wireless Gulf Coast network was up and running. Network teams had pre-deployed COWs, COLTs and several dozen mobile generators to strengthen the network in the Gulf Coast in anticipation of Gustav's arrival. We also quickly set up Wireless Emergency Communication Centers to serve residents and rescue agencies in the areas of greatest need. Residents who lost landline phone service and/or coverage from their wireless carriers visited local Verizon Wireless Communications Stores to make free phone calls and charge their wireless phones. To aid in emergency operations, Verizon Wireless also provided hundreds of phones to government agencies, emergency organizations and shelters in the Gulf Coast and surrounding evacuation cities.

In August 2005, Hurricane Katrina struck Florida and the Gulf Coast. As Hurricane Katrina was moving out of Florida, Verizon Wireless already had dispatched teams of network technicians with mobile generators and portable transmission sites in the state's hardest-hit areas, to reinforce wireless coverage for residents and emergency agencies. About 96 percent of the Verizon Wireless network in Florida remained up and running throughout the storm. With significant disruption to wireless service in the areas hardest hit by Katrina, specifically in New Orleans and surrounding areas throughout southeast Louisiana, Verizon Wireless emergency response teams worked diligently to restore service as quickly and as safely as possible. Within days wireless service was improved in Baton Rouge, Pensacola, Mobile, and in surrounding areas where technicians had been able to restore out-of-service sites. Due to inaccessibility to cell sites that were out of order in New Orleans, restoration efforts in the field began once it was deemed "safe" to proceed. Verizon Wireless had additional technicians and equipment prepared to move quickly into the areas impacted by the storm. These teams worked to restore service to downed sites and deployed mobile transmission units to boost network capacity in areas where residents and rescue workers needed to rely on wireless communications. More than a dozen COWs were deployed to help increase wireless coverage in the hardest hit areas in Louisiana, Mississippi and Alabama, once state and federal emergency officials gave the go-ahead. Electrical generators were in place to provide emergency power to cell sites without permanent generators. By early September we had restored about 86% of our network in the Gulf Coast. We provided more than 10,000 wireless

devices and free wireless service to key organizations involved in disaster relief and recovery efforts in the areas devastated by Hurricane Katrina, such as the American Red Cross and the National Guard.

SNOW STORMS:

In January 2009, Kentucky and Southern Indiana were slammed by a devastating ice storm. Hundreds of thousands of residents faced freezing temperatures without electricity and countless families turned to shelters, and the need to get in touch with friends, family and emergency responders became critical. Our customers reported that their phones continued working despite the outages. Network and emergency response teams from our Michigan/Indiana/Kentucky Region and our South Central Region were able to keep most cell sites operational throughout the storm and its damaging aftermath, even as the weight of the ice continued to bring down trees and electrical lines and residents remained without power for several days. [REDACTED]

[REDACTED] already had permanent generators installed. When the power went out, our generators kicked in. Also, in that region, our cell sites use an extensive microwave (over-the-air) network connection in addition to aerial fiber (wireline) from landline phone service providers to connect our cell towers with the local switch. The redundancy built into the network, and the generators, kept most of our cell sites active. This preparation, combined with immediate response and ongoing action by our Network team members (who worked with landline companies to get their fiber reconnected and who continued to refuel permanent generators) kept the network working. The network operations team worked late into the night and throughout the weekend, often in dangerous conditions, to ensure our customers and emergency response teams would have a reliable wireless network.

In January 2007, when blizzards in Colorado brought air traffic to a halt across the U.S., our Colorado network team kept our network humming throughout two crippling holiday snowstorms that paralyzed the state and closed Denver's international airport for nearly two days. Our team worked around the clock through the holidays to keep our sites on the air. One example was a Verizon Wireless cell site near the mountain community of Georgetown. Through a weeklong loss of commercial power, the site continued to provide service with its backup diesel generator. A network crew used a snow cat to gain access to the remote location to replenish the generator's fuel supply and identify and report the source of the commercial power loss.

In October 2006, our Buffalo-area network performed at a high level throughout a record snowstorm, handling a 50% higher-than-normal volume of calls despite the loss of power to a number of sites. Network redundancy and the presence of on-site generators and backup batteries helped keep the lines of communication open for customers, first responders, and snow and debris removal personnel.

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FIRES:

In August 2011, the Superior National Forest Service called upon Verizon Wireless to provide vital communications to first responders battling the 100,000-acre Pagami Creek Fire in northeastern Minnesota. Our Network team activated a mobile cell site near Stony River Forest Center to provide wireless communications support. The cell site provided coverage around the Center area in support of local and volunteer emergency services personnel headed in and out of the hot zone. We also deployed 20 mobile devices for emergency responders.

Throughout the summer of 2011, Verizon Wireless worked diligently to keep our wireless communications network functioning in the path of Central Texas wildfires so that firefighters, people impacted by the Bastrop fires and others affected by the disaster would have access to 911 emergency services and could be in contact with family and friends. We set up a station where residents impacted by the Bastrop fires could place telephone calls, charge phones and send email messages and our retail stores in that area remained open for business and provided similar services to those affected by the fires.

In June 2011, Verizon Wireless deployed a wireless repeater to boost coverage for emergency crews battling the Las Conchas Fire in Los Alamos, NM. Additionally, we deployed a wireless repeater to the Incident Command Post for the Pacheco Fire near Santa Fe.

In June 2011, Verizon Wireless played a vital supporting role as firefighters worked to protect communities threatened by the largest fire in Arizona history – the massive Wallow Fire, which also spread into New Mexico and Colorado. Our Network team deployed three Cells on Wheels (COWs) to help emergency responders stay connected while battling the Wallow Fire. Additionally, we boosted wireless calling coverage and capacity by deploying repeaters to the National Guard Armory in Show Low, Ariz.; to the base camp in Eager, Ariz. and to Rose Peak near the base camp at Point of Pines, Ariz. on the San Carlos Indian Reservation. Our crisis response teams also extended their support to assist emergency responders and evacuees. The U.S. Forest Service asked for Verizon Wireless' help in getting its phones priority access and the USFS had priority access within an hour of the request. Our Southwest Region and Northern California teams loaned mobile phones, Mobile Hotspots and USB modems to firefighting and forestry agencies and to the American Red Cross.

In September 2010, our Crisis Response Team responded to a request from the Rocky Mountain Incident Management Team for additional cell phones and to boost wireless coverage for emergency personnel battling the Fourmile Canyon fire - west of Boulder, Colorado. The Crisis Response Team also responded to a request from local fire authorities for additional cell phones and to boost wireless coverage for emergency personnel battling the Reservoir Road Fire wildfire west of Loveland, Colorado.

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In July 2010, our Crisis Response Team responded to requests from U.S. Forestry Service, CAL FIRE and Kern County Fire Department for cell phones and to boost wireless coverage for emergency personnel battling the “Bull” and “West” wildfires in Kern County, California. We dispatched 80 emergency wireless phones, 40 Mobile Broadband devices, and six MiFi personal mobile hotspot devices to fire base camps in Kern County and a COLT (Cell on Light Truck) was deployed to the Bull Fire base camp at Kern Valley High School in Lake Isabella. We set up a free Wireless Emergency Communications Center (WECC) at the base camp so firefighters could utilize the WECC to make free phone calls, re-charge their personal cell phones (regardless of carrier) and access the Internet using our Mobile Broadband service. We also supplied CAL FIRE with 30 wireless phones and 30 Mobile Broadband devices and dispatched a network repeater to boost wireless coverage for emergency personnel battling the wildfire in Modoc County, near Ambrose, California.

In May, June and July 2010, our Network team worked tirelessly to boost coverage and capacity to aid fire crews and support teams in several remote Southwestern areas. In July, a repeater was deployed to Portal, AZ for the Brushy Fire; in June, a Cell on Wheels (COW) was dispatched near the Northern Arizona community of Alpine for the Boggy Fire; and in May, a repeater was deployed near the border of Arizona and New Mexico for the Horseshoe Fire. Additionally, our Network team increased the capacity of key cell sites in Flagstaff, AZ including a site on Mt. Elden in response to the Schultz Fire.

In September 2009, firefighters in the field and evacuees at shelters in Los Angeles County relied on the Verizon Wireless network to stay connected as wildfires engulfed thousands of acres in the Angeles National Forest and San Jacinto Mountains. We donated nearly 100 Mobile Broadband cards for Internet access and more than 160 mobile phones with airtime for firefighters battling wildfires and for evacuees contacting loved ones and getting updates on their homes and communities. In addition, Verizon Wireless network technicians added capacity to area cell sites to keep customers connected as mandatory evacuations of residential and commercial neighborhoods generated spikes in call volume. Backup batteries and generators powered several sites during intermittent commercial power interruptions caused by the fires.

In May 2009, fire fighters in the field and evacuees at shelters in Santa Barbara County relied on the Verizon Wireless network to stay connected during the Jesusita wildfire. Verizon Wireless donated wireless modems for Internet access and mobile phones with airtime to help fire fighters battle wildfires and evacuees contact loved ones. We established two Wireless Emergency Communications Centers (WECCs) at Red Cross evacuation shelters in Santa Barbara County. The centers were open to all wireless customers who needed to charge their phones, access the Internet or connect with loved ones and employers during this difficult time. Verizon Wireless technicians added capacity to area cell sites to keep customers connected as mandatory evacuations of residential and commercial neighborhoods generated spikes in call volume. Backup batteries and

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generators powered several sites during intermittent commercial power interruptions caused by the fire.

In July 2008, as more than 1,400 fires burned across California, Verizon Wireless provided support to victims and emergency responders. The Northern California and Nevada Region's Network Team worked around the clock to monitor our network performance and responded quickly to requests from emergency responders. We provided handsets and Mobile Broadband cards to eight government agencies to aid relief efforts, and installed repeaters to boost capacity at several fire command centers. Our network met the challenge, including handling call volumes reaching 150 percent of normal on sites closest to the fires.

In May 2007, wildfires scorched thousands of acres across the U.S. and officials called upon Verizon Wireless to provide vital communication links to firefighters and other emergency responders. During the most recent rash of fires in Minnesota, Georgia, Florida, Arizona, California and Florida, we dispatched COWs, COLTs and other support to enhance coverage or establish a wireless network.

- The Minnesota State Forest Office called upon Verizon Wireless to provide vital communications to first responders battling the 60,000-acre Ham Lake fire in northeastern Minnesota. Our network team activated two COLTs providing critical wireless communications to the Incident Command Post Base Camp as well as the Gunflint Lodge area and provided forty cell phones for wireless communications in Minnesota. Both COLTs operated on generator power.
- State officials in Georgia turned to Verizon Wireless to provide the communication link to first responders fighting forest fires in south central and southeast Georgia. We committed resources to be the primary means of communication for the Georgia Emergency Management Agency command. The network team mobilized to set up a COW, enabling more emergency response teams and residents to use their wireless devices concurrently.
- We activated a mobile cell site to boost wireless coverage for crews battling the Promontory Fire in northern Arizona. At the request of Gila County Emergency Operations, we sent Sundancer - the newly branded COLT for the Southwest Region - to a staging area near the Christopher Creek area to enable emergency response teams and other Verizon Wireless customers to make more calls. The Region's Significant Event Response Team also loaned 20 phones to the local fire command center.
- We supplied the Red Cross in California with 50 handsets, which were deployed at its Long Beach disaster center for use by evacuees of the Catalina Island fire. We also supplied firefighters with 20 phones for use while battling the fire.
- We loaned about two dozen phones to the U.S. Forestry Service in South Florida to assist with communications as crews fought a number of wildfires. The phones were used by firefighters battling wildfires in the Big Cypress National Preserve, about 45 miles from Miami. In addition, Verizon Wireless' Network teams added antennas and adjusted the coverage

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footprint of two nearby cell sites to better serve the Big Cypress crews and the USFS base camps located at Monroe Station and Monument Lake.

EARTHQUAKES:

In October 2006, when a 6.7-magnitude earthquake rocked Hawaii, call volume on the Verizon Wireless network in Hawaii increased 250 percent over a normal Sunday during the height of the emergency. Text message volume also soared. Although a few of our sites were affected, our network was operating to full strength within 19 hours. Teams of Verizon Wireless network technicians worked around the clock to make certain that the vital communications network remained operational during the emergency.

2.12.3 Network Operations

Verizon Wireless' infrastructure is designed to provide customers with a resilient network that is fault-tolerant and cost effective.

Our two Network Operations Centers (NOCs) serve as the hubs of our regional network operations. [REDACTED] and operate 24 hours a day, 7 days a week, 365 days a year. The NOCs are capable of detecting network failures, diagnosing the failure, sending out repair personnel and tracking the problem to conclusion. If an outage does occur, a field engineer is dispatched as soon as possible to correct the problem and bring the cell site back on line. The NOCs monitor cell sites, mobile switching centers, mobile data switching systems, and transmission facilities for potential problems. Equipment electronically tracks system alarms and immediately reports them to our surveillance engineers to investigate and act on promptly. When an alarm is activated, the system gives detailed information, including cell location, the switch location, contact numbers for local commercial power companies, police and fire departments, and even driving directions to the cell site. The network management system also gives our network surveillance engineers the ability to perform remote diagnostic procedures and, in some cases, restoration of service.

Network Surveillance and Alarm Monitoring

Verizon Wireless continuously monitors all of our data networks for congestion. We respond immediately to increased capacity needs where necessary. We use internal statistical information, drive testing, and a third-party monitoring service to evaluate network performance. Our goal is to provide top quality data services that meet the needs of our customers. Peaks of concentrated traffic may, from time to time, cause heavy network usage; however, we engineer our systems to support a typical volume during the busiest hours of the day.

The Data Network Operations Center (DNOC) has procedures in place that are designed to troubleshoot and/or resolve problems that may arise. These include the following:

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- Availability of a Data Help Desk and DNOC for problem resolution;
- Prompt investigation of problems;
- Notification of key individuals, including wireless data engineers and technical experts, if necessary;
- Establishment of estimated timeframes for actions and resolution; and
- Upon resolution, notification to the customer.

Alarm Procedures

Business Hours (08:00 - 17:00)

During business hours, surveillance engineers will alert regional network operations of critical alarm conditions. Regional operations will respond normally within one hour, providing the NOC of estimated time of arrival and service restoration. It will also notify the NOC of trouble resolution.

After Hours (17:00- 08:00)

After business hours, the NOC will initiate corrective actions on critical alarms. Failure to remotely diagnose and correct equipment problems will result in a page to regional “night watch” personnel. Regional operations will respond normally within one hour, providing the NOC of estimated time of arrival and service restoration. It will also notify the NOC of trouble resolution.

Mobile Switching Center (MSC)

The loss of a MSC is the most serious of possible scenarios. Each MSC is protected by automatic power backup systems, by automatic fire-suppression systems, and by physical security systems and alarms. In each MSC, network operations personnel routinely backup system data for the switch itself and the peripheral systems. Automated backup routines are supplemented with scheduled manual backup routines and off-site storage of critical data.

Cell Site

We have thousands of cell sites across our nationwide network to provide the desired level of service, both in terms of capacity and quality of service. Despite the large number of sites, Verizon Wireless still takes the loss of a single cell site seriously. Cell sites are protected by automatic fire detection systems, by physical security systems and alarms, and most have automatic power backup systems, including batteries and generators. Through arrangements with our suppliers, any major components of a cell site, up to and including the building and tower, become an immediate priority restoration effort on the part of both Verizon Wireless and Verizon Wireless' suppliers.

Service Protection and Restoration Strategies

Service protection and restoration strategies are an integral part of Verizon Wireless' network management. MSCs and cell sites are automatically and continuously monitored for numerous factors, from call processing to room temperature. All MSCs and cell sites have battery backup and most (70% or more) have permanent generators. We also maintain and utilize a fleet of dozens of

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Cells on Wheels (COWS) and Cells on Light Trucks (COLTS), and generators on trailers (GOaTS) that can be rolled into hard-hit locations or areas that need extra network capacity in a given area. In addition we also maintain towers on wheels and portable generators. Verizon Wireless has implemented Telecommunication Service Priority (TSP) capabilities on critical backhaul circuits, which provides priority service restoration if a circuit is disrupted.

Monitoring and Alarm Systems

We have two geographically diverse Network Operations Centers (NOCs) that monitor all facilities, cell sites and switches across our nationwide network. These NOCs are staffed 24x7 with experienced personnel who work closely with the regional field operations teams and with suppliers to coordinate and expedite the restoration of service in the event of outages. Verizon Wireless has set up alarms for critical components at the cell sites and the MSCs. These send prioritized alarms and detailed data to the MSCs and NOCs. The detail includes identification of any malfunctioning module and the component responsible. Alarms are coded with varying degrees of priority, so that minor problems do not obscure critical problems from a technician's attention. The code also helps the technician determine how quickly the problem must be addressed.

Response Time

In the event of an alarm or other failure indicator, Verizon Wireless personnel will be dispatched to the cell site or MSC with a standard set of spare parts and repair equipment, in addition to other parts and equipment that are indicated by the nature of the alarm and failure. Maintenance personnel have access to the MSC and the NOC to get further data and to verify proper performance, once equipment has been replaced and service restored. Verizon Wireless works closely with our suppliers to see that we have access to their engineering personnel and replacement equipment when required. Verizon Wireless also has the ability to dynamically reroute traffic over our network to address switch, microwave, interconnection problems, or capacity issues.

2.12.4 System Security Requirements

Verizon Wireless will immediately electronically notify the GSA Program Management Office and all Ordering Entity COs as soon as we are aware of any system, network, and database breaches or any other security breach that might impact the Government.

Section 2.13 FSSI Wireless Small Business Goals

Verizon Wireless has its Small Business Participation information on file with GSA as a part of its GSA FSS Schedule 70 contract. Verizon Wireless will continue to report its small business utilization standards through the Schedule 70 reporting process and tools.

SECTION B – CORPORATE EXPERIENCE

Verizon Wireless owns and operates the nation's most reliable and largest wireless voice and 3G data network, with more than 107.7 million voice and data connections. Headquartered in Basking Ridge, NJ, Verizon Wireless is a joint venture of Verizon Communications (NYSE:VZ) and Vodafone (NYSE and LSE: VOD).

Facts-at-a-glance

- Wireless Connections: 98.2 Million
- Employees: 73,500
- Annual Revenue 2012: \$75.9 Billion
- Company Stores and Kiosks: more than 1,900
- Digital Network Technology: 4G - Long Term Evolution (LTE); 3G - Code Division Multiple Access (CDMA)
- Nation's most reliable 3G wireless broadband network
- Switching Centers: 175+
- Headquarters: Basking Ridge, NJ
- Area Headquarters: Northeast - Morristown, NJ; South - Alpharetta, GA; Midwest - Schaumburg, IL; West - Irvine, CA

Verizon Wireless has been in business since June 2000; however, the companies that merged to form Verizon Wireless in June 2000 had been in business for an average of 15 years prior to the merger. Verizon Wireless was formed by the combination of the domestic wireless businesses of Verizon Communications (formerly Bell Atlantic Corporation and GTE Corporation) and Vodafone Group Plc. This includes, primarily, the assets of Bell Atlantic Mobile, AirTouch Cellular and GTE Wireless.

Below is a brief description of Verizon Wireless' company history.

Corporate Milestones

- July 28, 1998 - Bell Atlantic and GTE Corporations agree to merge.
- Sept. 21, 1999 - Bell Atlantic and Vodafone AirTouch Plc agree to form a new national wireless business by combining their domestic U.S. operations.
- Dec. 2, 1999 - Bell Atlantic Mobile completes its acquisition of Frontier Cellular, expanding the company's East Coast footprint into upstate New York.
- April 3, 2000 - Bell Atlantic and Vodafone AirTouch Plc sign an agreement forming the new national wireless business. The companies anticipate the new operation will be

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strengthened by the addition of GTE's domestic wireless properties, as part of the pending Bell Atlantic/GTE merger.

- April 4, 2000 - Day One for the new coast-to-coast wireless venture, called Verizon Wireless.
- June 30, 2000 - Bell Atlantic and GTE merger completed to create Verizon Communications. The addition of GTE wireless assets made Verizon Wireless, at that time, the nation's largest wireless communications provider.
- January 9, 2009 – Verizon Wireless acquired Alltel. With the inclusion of Alltel's assets Verizon Wireless became the nation's largest wireless communications provider and provider of the largest 3G network.

Verizon Wireless provides service to organizations of all sizes including small businesses, Fortune 500 corporations, and the federal and state governments. Verizon Wireless has considerable experience providing service to entities with subscriber lines in excess of 10,000.

Summary Inventory Information

The requirement to provide the GSA with an inventory of all Federal Accounts, by agency, will require the provisioning of information that raise contractual, CPNI, and/or ECPA concerns that require Verizon Wireless to protect its customers' information.