



Smart City Telecom activates our **Severe Storm Support Plan** once a storm is identified and is making its way to Central Florida. The plan encompasses prior, during, and post event handling actions.

### **Summary**

First, we assemble a cross functional emergency team. This team is deployed across our “manned” command centers to maintain operational continuity. Smart City command centers are equipped with backup generators and multiple network ring connections to ensure uninterrupted monitoring and management of our network. Our command centers serve as operational hubs that monitor network activity and outages during the storm. Our teams track, document, and prioritize issues for rapid resolution across our service areas in Orange, Osceola, Seminole, Brevard, Lake and Polk counties.

### **Technical Support**

Smart City’s uses technical experts and applications to monitor everything from customer premise equipment, transport, network, and capacity in real-time. As a result, Smart City can track, assign fix agents on-demand and escalate tier level support from Tier 1 to 4, including management escalation as high as the Vice President level if required.

### **Smart City provides:**

- Live monitoring, real-time system surveillance, and remote trouble shooting 24/7/365.
- Advanced console and multiple projection views provide immediate information for Level 1 to Level 4 technical support.
  - Level 1 - Ticket generation/capture customer information; first level technical resolution
  - Level 2 – Advanced level technical analysis/troubleshooting
  - Level 3 – Advanced level technical analysis/troubleshooting and engineering
  - Level 4 – Local on-site support, if required
- Advanced notification for maintenance and service window reporting

In total, our emergency team follows strict **Event Handling** procedures. If your organization needs Technical Support or Customer Care, please call 407- 828-6700

### **Service Prioritization**

In the event of service interruption, restoration efforts are prioritized as follows:

- Safety-related services (e.g., 911, hospitals, police and fire stations, and cell sites) are restored first.
- After essential safety related services have been secured, restoration of business and residential services begins.

### **Post-Storm Recovery Efforts**

Smart City **does not deploy** field crews during the storm. However, as soon as weather conditions allow, our ride-out teams mobilize.

Smart City field trucks are equipped, and our warehouse is stocked with replacement equipment if needed.