Maintain communication and coverage when it matters most.

The Sprint Emergency Response Team has worked for over 700 public sector and enterprise agencies in over 6,100 deployments to establish interoperable mobile communications in crucial times.

Sprint Emergency Response Team

Large scale, natural and manmade events require reliable communications between all forces trying to ensure safety. The Sprint Emergency Response Team (ERT) helps to establish self-supported, interoperable mobile communications when agency and corporate networks are unavailable. For over a decade, Sprint ERT has supported short-term communication needs to first responders and corporations in emergency situations, large-scale exercises and major events.

Sprint ERT Solutions

**Satellite Cell on Light Trucks (SatCOLTs):** Fully self-contained, mobile communication vehicles that offer cellular voice, push-to-talk and data services, as well as high-speed, mobile IP data services (wired and wireless) and can relay vital information over the Nationwide Sprint Network in remote areas.

**ERT Go-Kit™:** Provides government agencies and corporate customers instant access to temporary voice, Push to Talk, Data, Video, and other mobility applications. The Go Kit can include Sprint phones, Direct Connect devices, smart devices, tablets, mobile broadband cards, hotspots and critical accessories. Plans include a low monthly reservation fee with pay as you use service.

**Satellite IP Solutions:** Includes a Fly Away Kit (FAK), which is a portable auto-acquisition satellite package configured to ship either counter-to-counter, commercial carrier or air transport. The FAK is offered as both a customer deployable solution or as a solution that can be maintained and deployed by Sprint ERT. Sprint ERT also offers fixed antenna systems designed to provide auto-fail over capabilities. Both FAK and permanently installed solutions can be customized to contain a variety of client required equipment and configurations. Sprint satellite services provide coverage in the continental US, AK, HI, and PR with dedicated bandwidth speeds up to 40Mbps.

**Professional Services:** Available for inventory and life cycle management, planning, configuration, testing/exercising, network integration and technical support, and deployment and logistics management. ERT’s dedicated team is comprised of industry, military and public safety veterans.
November 2013, Midwest Tornadoes
**Situation:** An EF4 tornado touched down in Washington, IL damaging nearly 500 buildings and resulting in one death and 125 injuries.

**Sprint ERT Solution:**
- Deployed a SatCOLT for additional bandwidth to the Illinois Emergency Management Agency
- Provided Sprint Direct Connect devices so the EOC could maintain contact with their volunteers
- Provided broadband connectivity to the Tazewell Joint Information Center (JIC) with Sprint ERT Fly-Away-Kit for dedicated satellite service

October 2012, Hurricane Sandy
**Situation:** Hurricane Sandy caused power outages, flooding and wireless and wired networks to shut down on the shores of Southern New Jersey through New York up to the Western Great Lakes. Sandy left 8.5 million people without power, over 125 deceased and damages over $62 billion.

**Sprint ERT Solution:**
- Deployed portable VSAT solutions providing dedicated internet access for regional emergency operation centers
- Mobilized 13 SatCOLTs® from around the country for cellular and push-to-talk communications
- Delivered 5,800 Sprint handsets and mobile broadband devices and 250 tracking devices for fuel trucks to rescue efforts

July 2014, Carlton Complex Fire Deployments
**Situation:** Lightning from a weather system created four fires in Washington state. These fires eventually grew into one larger fire that blew into the town of Pateros, consuming 300 homes and destroying critical infrastructure in its path.

**Sprint ERT Solution:**
- Provided satellite data via wireline and WiFi, cellular voice and Sprint handsets to improve communication between the Section Chiefs, Incident Commanders and teams helping fight the fire
- Supported ICP team members, over 2000 firefighters and Animal Response and Recovery team members

2013, San Juan Fiber Cut Deployment
**Situation:** A fiber optic cable was cut underwater between Lopez and San Juan Island. The cut impacted 911 services, emergency service agencies, the business community, wireless networks and 130,000 residents on Lopez Island.

**Sprint ERT Solution:**
- Deployed a SatCOLT for satellite backhauled hi-speed mobile IP services and 100 Sprint cell phones to support emergency services until the cut was repaired
October 2011, Hurricane Irene
Situation: Hurricane Irene was one of the most destructive hurricanes to ever make landfall in the United States and caused damages estimating over $10 billion and resulting in over 35 deaths.

Sprint ERT Solution:
- Provided more than 400 Sprint devices to dozens of first responders in local government and businesses from Florida to Maine
- Deployed SatCOLTS in three locations, utilizing on-board power and satellite backhaul to provide a private radio network for mobile communications

April 2011, Alabama Tornadoes
Situation: The Alabama tornadoes caused significant damage in Huntsville and the surrounding area, impacting communication services in the Huntsville Hospital.

Sprint ERT Solution:
- Provided push-to-talk devices to the hospital to enable staff to maintain operations and coordinate the needs of patients across the community
- Used a SatCOLT to restore the hospital’s wireless communications
- Deployed a SatCOLT to provide coverage where networks were compromised or remote areas where there was no coverage

2011, Joplin Missouri Tornado
Situation: The Joplin, Missouri EF-5 tornado demolished parts of the city and ruined communication services.

Sprint ERT Solution:
- Provided push-to-talk devices to the hospital to enable staff to maintain operations and coordinate the needs of patients across the community
- Used a SatCOLT to restore the hospital’s wireless communications
- Deployed a SatCOLT to provide coverage where networks were compromised or remote areas where there was no coverage

April 2010, West Virginia Mine Explosion
Situation: The topography and rural location of the West Virginia Mine Explosion caused limited communications coverage.

Sprint ERT Solution:
- Deployed a SatCOLT to provide a bubble of coverage to the rescue drilling operations
- Provided personnel and 100 rugged devices for communications support during the rescue operations

April 2010, Gulf Coast Oil Spill
Situation: The Gulf Coast Oil Spill was the largest oil spill in United States history. It required massive clean up efforts including a Command Post, which hosted helicopter pads, a reconnaissance and information disbursement facility, buoy deployment and a repair and decontamination center.

Sprint ERT Solution:
- Deployed a SatCOLT and personnel at the Command Post to provide critical voice and data communications for the six-month clean up
March 2014, Operation Alaska Shield
Situation: The National Exercise Program invited Sprint to participate in the Capstone Exercise by supporting Hawaii, Oregon and Washington States JISC in a test of the National Guard and local government’s communication systems during a disaster.

Sprint ERT Solution:
- Deployed an IP solution to send valuable information back to command cells and update medical records
- Provided cellular devices to enable communication between team leads and medical staff
- Supported the team with 100% up-time and no failures

September 2011, Kansas Technical Rescue Conference
Situation: The Kansas Division of EM and University of Fire and Rescue Training Institute hosted a training conference for over 20 fire departments and rescue personnel.

Sprint ERT Solution:
- Provided voice and data services to multiple agencies
- Deployed a SatCOLT to provide satellite connectivity to the Sprint network for continued communications during the simulated event

September 2011, Arizona Vital Connection
Situation: Northern Command sponsored a near real-time interoperability exercise and assessment to test the communications capabilities of a multi-agency response to a catastrophic event.

Sprint ERT Solution:
- Supported the event with personnel, equipment and infrastructure
- Provided 90 mobile devices for exercise participants to use among multiple departments and strike teams
Special Security Initiatives

October 2011, Martin Luther King Jr. Memorial Dedication

**Situation:** Thousands of people came to the National Mall for dedication festivities and the U.S. Park Police had difficulty deploying wireless communications to support the activity.

**Sprint ERT Solution:**
- Deployed a SatCOLT providing a resilient IP solution which allowed police to connect to remote video cameras for a continuous view into the event
- Provided 50 Sprint Direct Connect® mobile devices to aid in redundant communications for multiple agencies supporting the event

August 2008, Virginia Manhunt

**Situation:** Authorities began a multi-county search for Douglas Albert Jaccard who was suspected of shooting two neighbors and a sheriff’s deputy and setting fire to his neighbor’s house, but quickly realized that they did not have coverage and could not communicate.

**Sprint ERT Solution:**
- Deployed wireless and emergency dispatch-capable radio communications equipment to restore communications

April 2008, Papal Visit

**Situation:** Hundreds of thousands of people turned out in New York City and Washington, D.C. to celebrate when Pope Benedict XVI visited the United States.

**Sprint ERT Solution:**
- Deployed SatCOLTs and over 500 mobile devices to public and private organizations to provide communication for security enforcement

**For more information on the Sprint Emergency Response Team:**
- Call the 24/7/365 dedicated ERT Support Team hotline at 1-888-639-0020.
- Connect through email at ERTRequests@sprint.com.
- Visit us on the web at sprint.com/ert
- Like us on Facebook at facebook.com/SprintEmergencyResponseTeam

Presidential Inaugurations

**Situation:** Unprecedented attendance in recent Presidential Inaugurations created a need for heightened security and strategic coordination from federal, state and local law enforcement agencies.

**Sprint ERT Solution:**
- Supplied hundreds of Sprint Direct Connect® devices and the Sprint ERT Go-Kit™ so first responders had immediate access to mobile communications
- Deployed two SatCOLTs for cellular and push-to-talk coverage along the parade route and National Mall
- Provided satellite-backhauled broadband data to connect wireless video surveillance systems to increase situational awareness