Be prepared when disaster strikes.

Don't wait until you're in the midst of a disaster to think about how you could have prevented it. Stick with Sprint for continuous communication when your business needs it most.

Understanding Business Continuity

In the case of an emergency, you want to be confident your business won't lose communication. Sprint Business Continuity (BC) puts the procedures in place that help keep your business running when the circumstances are out of your control.

Business Benefits

- Maximize employee safety
- Resume business processes quickly
- Provide ongoing customer support

When bad things happen, Sprint helps by responding to them as quickly as possible so you can get back to business.

Incident occurs

- Incident Management Teams conduct an assessment and assign a severity level
- Incident Management Teams activate Incident Management Plans and coordinate with their teams engaged in recovery
- Business Continuity Office facilitates the enterprise-wide response and status

Updates are provided to customers and governmental agencies as needed
Keep your business running
With Sprint, you can rest easy knowing we developed our program based on industry best-practices and years of disaster relief experience.

Program Governance:
- **Program Governance Structure** helps ensure a comprehensive BC program
- **Program Management and Continuous Improvement** documents efforts designed to ensure a well-defined BC program that seeks to continually mature BC performance and processes

Incident Management
- **Enterprise Incident Management Team (EIMT)** documents, trains, exercises and evaluates teams that have roles and responsibilities before, during or after an incident
- **Crisis Communications** documents, trains, exercises and evaluates crisis scenarios on a regular basis

Continuity Analysis and Planning
- **Criticality Analysis and Risk Management** prioritizes tasks and recovery
- **Mitigation Strategies and Plan Development** devises the appropriate mitigation strategies and recovery capabilities

To be one of the best, we model after the best
Sprint has developed business continuity methodology and implementation standards consistent with industry-wide best practices.
- Disaster Recovery Institute International (DRII)
- ASIS Organizational Resilience Standard
- Federal Emergency Management Agency (FEMA)
- Business Continuity Institute (BCI)
- American National Standards Institute (ANSI)
- NFPA 1600
- Several Military Specifications (Mil-spec) standards

Potential Business Continuity Threats

**Acts of Nature**
- Tornadoes
- Hurricanes
- Earthquakes
- Floods
- Blizzards
- Wild fires
- Volcanic eruptions
- Land/mud slides
- Avalanches

**Man-Made**
- Fire
- Explosion
- Hazardous materials
- Terrorist acts
- Civil disorder
- Work stoppages
- Violent criminal acts
- Pandemic

**Infrastructure or Technology**
- Widespread electric power outage
- Telecomm grid outage
- Water/sewage system breakdown
- Major computer processing disruption
- Cyber-Attack
Sprint provides its teams with resources to form an Emergency Operations Center that mitigates risk, manages incidents, and helps communicate and collaborate securely.

**Tools**
- Proactive incident information and analysis tool
- Rapid conference bridging capabilities
- Web-based portal for information sharing
- Wireless calling on nearly any available network
  - Improved voice, data and messaging services
  - Ability to use smartphone on nearly any available network
  - Built-in security features so your important data stays safe

**Sprint ERT**
- Mitigates risk
- Manages incidents
- Helps communicate and collaborate securely

Meet your Business Continuity team

**Executive Command Team (ECT)**
- Includes CEO, COO, Executive VPs
- Approves all policies, guidelines, strategies and initiatives

**Business Continuity Office (BCO)**
- Serves as the central program office
- Houses policy, organization and methodology for developing, testing and maintaining plans
- Chairs the Enterprise Incident Management Team (EIMT) and coordinates incident management activities

**Business Continuity Teams (BCTs)**
- Develops and maintains business unit resumption and incident management plans
- Performs risk and business impact assessments
- Forms an Incident Management Team (IMT) that responds to crisis events

**Enterprise Incident Management Team (EIMT)**
- Has a representative from each IMT
- Transitions into the Incident Command System (ICS) after an event is declared a disaster
- Knows the most current information about their department’s area of responsibility, internal procedures, available systems, resources and point of contact

Sprint Emergency Response Team (ERT), at your service

The Sprint ERT is an experienced cross functional group, that provides wireless telecommunications equipment, infrastructure and personnel operations support.

**Go Kit™**
- Cache of devices stored at client location and pre-programmed to be quickly deployed
- Supports Sprint 3G and 4G LTE network platforms
- “Always-on” status
- Low cost solution for reliable communications

**ERT Rental Inventory**
- 10,000 devices stored in hardened facilities
- Short-term communications solution for pre-planned events and emergency situations

**Deployable Infrastructure and Services**
- Very Small Aperture Terminal (VSAT)
- Satellite Fly Away Kit™
- Satellite Backhauled Cellular Site on Light Truck (SatCOLT™)
- Wireless voice, Sprint 3G and 4G LTE network
- Mobile IP Data Service including secure, fixed and mobile satellite Internet (or broadband) access

Sprint has been a long time partner of North Carolina Emergency Management and a valued member of the state’s Business Emergency Operations Center. Sprint stays connected and prepared to work with government officials through regular participation in statewide tabletop and virtual exercises, as well as, face to face contact during Blue Skies. In 2016, partnerships with the private sector in North Carolina played a huge role in the successful response to threats such as the Colonial Pipeline Break, The Charlotte Civil Disturbance, Hurricane Matthew and the Wildfires of Western North Carolina.

– Persia Payne-Hurley, Private Sector Manager, NC Department of Public Safety, Division of Emergency Management

In 2016, partnerships with the private sector in North Carolina played a huge role in the successful response to threats such as the Colonial Pipeline Break, The Charlotte Civil Disturbance, Hurricane Matthew and the Wildfires of Western North Carolina.”

Sprint Emergency Response Team (ERT), at your service

The Sprint ERT is an experienced cross functional group, that provides wireless telecommunications equipment, infrastructure and personnel operations support.

**Go Kit™**
- Cache of devices stored at client location and pre-programmed to be quickly deployed
- Supports Sprint 3G and 4G LTE network platforms
- “Always-on” status
- Low cost solution for reliable communications

**ERT Rental Inventory**
- 10,000 devices stored in hardened facilities
- Short-term communications solution for pre-planned events and emergency situations

**Deployable Infrastructure and Services**
- Very Small Aperture Terminal (VSAT)
- Satellite Fly Away Kit™
- Satellite Backhauled Cellular Site on Light Truck (SatCOLT™)
- Wireless voice, Sprint 3G and 4G LTE network
- Mobile IP Data Service including secure, fixed and mobile satellite Internet (or broadband) access

Sprint provides its teams with resources to form an Emergency Operations Center that
- Mitigates risk
- Manages incidents
- Helps communicate and collaborate securely

**Tools**
- Proactive incident information and analysis tool
- Rapid conference bridging capabilities
- Web-based portal for information sharing
- Wireless calling on nearly any available network
  - Improved voice, data and messaging services
  - Ability to use smartphone on nearly any available network
  - Built-in security features so your important data stays safe

**Sprint ERT has conducted more than 6,300 deployments since 2001**
A proven record of responsiveness:
17 years of serving those who serve

For more information on the Sprint Emergency Response Team, call the 24x7x365 Hotline staffed by our dedicated ERT Support Team at 1-888-639-0020, email us at ERTRequests@sprint.com or visit us on the web at sprint.com/ert. Like us on Facebook at facebook.com/SprintEmergencyResponseTeam.