



Staying Connected Without Power

In the event of **public safety power shut offs**, your local energy company may need to turn off power in your community. Other disasters can also cause power outages. Learn how you can prepare and stay better connected in the event of a power outage.

Be Prepared

- **Keep your wireless phone batteries charged at all times.** Have an alternative plan to recharge your battery in case of a power outage, such as using your car charger to power your device or a portable battery.
- **Have a family communication plan in place.** Designate someone out of the area as a central contact and make certain that all family members know who to contact if they get separated.
- **Install a back-up battery if you use a VoIP home phone,** and consider purchasing a non-cordless telephone in the event of a power outage. A mobile phone may also help you stay connected if your home phone loses power during PSPS events.
- **Confirm your device has enabled Wireless Emergency Alerts.** Most smartphones and feature phones released in the last few years are capable of receiving Wireless Emergency Alerts (WEA), so make sure you have wireless emergency alerts turned on in your phone's message settings. Sign up for additional alerts in your county at calerts.org.

EMERGENCY PREPAREDNESS



MAKE A PLAN

BUILD A KIT

BE INFORMED

Stay Connected

- **Try text messaging.** During an outage, text messages may go through more quickly than voice calls because they require fewer network resources.
- **Enable Wi-Fi calling.** Wi-Fi calling may let you talk and text from indoor locations if the cellular network is unavailable. When calling 9-1-1, device location data from nearby Wi-Fi networks will be used to help locate you. If that data isn't available, the emergency address you provide will be used.
- **Be prepared for high call volume.** During an emergency, the increased calling volume may create network congestion, leading to "fast busy" signals on your wireless phone or a slow dial tone on your landline phone. If this happens, hang up, wait several seconds and then try the call again.
- **Forward your home number to your wireless number in the event of an evacuation.** Because call forwarding is based out of the telephone central office, you will get incoming calls from your landline phone even if your local telephone service is disrupted at your home.
- **Keep non-emergency calls to a minimum** and limit your calls to the most important ones.

More Tips for People with Disabilities¹

- **Register with your electric company and local police department.** Make sure your electric utility and local police department are aware of your medical needs and extra support you may need during an evacuation, power outage, or other emergency.
- **If you have a Personal Care Attendant,** work with that person to decide how you will communicate with each other if you are separated during an emergency.
- **Consider getting a medical alert system** that will allow you to call for help if you are immobilized in an emergency. Most alert systems require a working phone line, so have a backup such as a cell phone or pager if the landlines are disrupted.

¹ <https://www.fcc.gov/reports-research/guides/tips-communicating-emergency>

State of California Resources

MEDICALLY VULNERABLE INDIVIDUALS

- A **nonemergency hotline** has been established by the State to help medically vulnerable Californians and health and community care facilities find resources in their communities during power shutoffs. The State hotline is (833) 284-3473. During power shutoffs or potential power shutoffs, hotline assistance will be available 9:00am-9:00pm. Assistance is available in many languages.
- The California Department of Aging contracts with and provides leadership and direction to Area Agencies on Aging (AAA) that coordinate a wide array of services to **seniors and adults with disabilities**. You can locate a resource center in your area by calling 1-800-510-2020.
- To find an open **pharmacy** during an active emergency, visit www.RxOpen.org.

HOUSING AND EMERGENCY SHELTER

- For **emergency shelter** information, contact the Red Cross at <https://www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter.html>
- The CalWORKs Homeless Assistance Program is available to homeless families who are eligible for or receiving CalWORKs benefits. The program can provide financial assistance to pay for up to 16 days in a motel. To find out how to apply for assistance, contact your county. Find contact information at <https://www.cdss.ca.gov/county-offices>

OTHER RESOURCES

- The **California Office of Emergency Services** (Cal OES) is responsible for overseeing and coordinating emergency preparedness, response, recovery and homeland security activities within the state of California. The Cal OES website includes information on how individuals and families can prepare for an emergency. For more information, visit <https://www.caloes.ca.gov/individuals-families>

For more information from the State of California, visit
prepareforpowerdown.com.

Home phone and internet customers must now update their contact information to ensure they receive emergency and outage notices from their phone or internet provider. Log into your account or call your provider to update your information.

AT&T is Prepared for Severe Weather, Power Outages, and Potential Disasters

How to Prepare for Disasters and Stay Connected During a Power Outage

Preparedness is key. Planning ahead and knowing what actions to take before you find yourself in the midst of a disaster will give you more time to focus on the things that matter when a disaster does strike.

Losing service during a disaster can be not only frustrating, but scary. It is our priority to keep you up to date on service outages, help troubleshoot any issues you may be experiencing with our network.

If you are under a declared disaster warning, find safe shelter right away. If told to evacuate, do so immediately.

- There may be potential impacts to your phone service as a result of wildfire or power outage events. Consider purchasing a non-cordless phone and the need for backup battery power or generator power at your premises.
- In advance of fire season, we recommend AT&T customers update their contact information used to receive AT&T issued emergency and outage notices: either online at att.com or by phone at 800.288.2020.
- If you're in an area experiencing severe conditions but you have not been told to evacuate, plan to shelter in place, and let friends and family know where you are. Charge all wireless devices in the event that you lose power.
- For helpful disaster tips and to learn about how we ensure our customers maintain vital communications, go to att.com/disasterrelief.

What Happens During a Power Shutoff

In the event of extreme or potentially dangerous weather conditions, electric utilities may initiate a power shutoff off in areas of high fire risk to reduce the risk of electric lines igniting wildfires. These events are not initiated by communications providers, and we do not have control over the timing, scope, or duration of the power shutoff.

How Power Outages or Disaster Events Can Impact AT&T's Services

Like everyone else, we are impacted when electric utilities decide to shut off power or when power is impacted by a disaster event. During an outage or shutoff, our top priority is to maintain communications to the fullest extent possible for first responders and our customers. *However, depending on the scope and duration of an outage or shutoff, and our ability to access our facilities, we may not be able to maintain all service throughout all power shutoffs.*

We prioritize backup power solutions at our facilities that serve essential community services like police and fire stations, hospitals, and we prioritize areas with limited or no wireless coverage throughout the state.



In some cases where AT&T's backup power allows us to continue providing service, a customer may still lose phone or internet service during a power shutoff event if they do not have on-site backup power for their wireline equipment (phone, router, etc.), including all cordless phones. Please consider purchasing a non-cordless phone and using an on-site battery backup system to keep your service working during a power outage. That way, you can still call 911 and

maintain home alarms or medical alert services using your on-site backup power. Learn more at www.att.com/batterybackup.

Our Network Is Prepared for Power Outages & Disaster Events

Like other electric utility customers, AT&T's network relies on commercial power. Our network is designed with backup power solutions at multiple points throughout our network, and we have a dedicated team that deploys our fleet of mobile generators to affected areas.

Proactive Preparation – We continue to coordinate directly with electric utilities, the Public Utilities Commission, and the Cal Office of Emergency Services (Cal OES) to prepare for power outage or shutoff events and pre-stage backup power solutions.

24/7 Monitoring – Our 24/7 monitoring allows us to identify issues and deploy generators where needed.

Robust Backup Power System – We have multiple layers of protection, backup power solutions, and tested planning and preparation protocols.

- Both our wireline and wireless networks have backup power capabilities at various points in the network, including batteries and permanent stationary generators.
- Every one of AT&T's central offices in California are equipped with on-site generators to supply backup power that can last indefinitely with refueling. The vast majority are equipped to last at least 72 hours without refueling.
- We deploy additional backup power solutions, including emergency standby generators, when needed during disaster events. Our portable generators meet the California Air Resources Board (CARB) standards that allow for back-up generator use during a power shutoff event. AT&T's generators help ensure network continuity during power outages and maintain the public's ability to contact 911, receive emergency notifications with a wireless device (such as alerts from public safety officials during wildfires), and communicate with one another.
- When in use, our generators – both fixed and temporary – are placed on robust refueling schedules.

AT&T Communicates During Power Outages & Disasters

Public Outage Information – We publicly share our network status related to disaster events at att.com/outages. Customers can also log in to check for outages in their area any time, also at att.com/outages.

Local Government and Public Safety Notifications – In accordance with state law, upon notification of a power shutoff event by an electric utility, we notify local public safety agencies, electric utilities, and other stakeholders that we have been notified of a potential power shutoff event.

Network Outage Notifications – Pursuant to state law, we provide outage notifications to Cal OES who is responsible for notifying any applicable county office of emergency services, the sheriff of any county, and any public safety answering point affected by the outage.

Customer Notifications During Power Shutoffs – Once notified that an electric utility is planning to shut off power, we send a text or email to customers in the affected area.

External Affairs Resources – A local external affairs representative is available to you for any questions about AT&T's response during disasters. Your local contact is listed below.

If you have questions about AT&T's disaster response, please contact:
NAME, AT&T Area Manager External Affairs (111) 111-1111, email@att.com

If you are a FirstNet customer, you may also contact your FirstNet point of contact or call 800.574.7000.