

# AT&T WTC Recovery

Robert Desiato

Compliance Director – Business Continuity and Network  
Disaster Recovery

# AT&T Network Continuity Best Practices

Plans  
Personnel  
Process  
Practice  
Practice  
Practice



Monitor &  
Manage Events



Respond,  
Repair,  
Recover

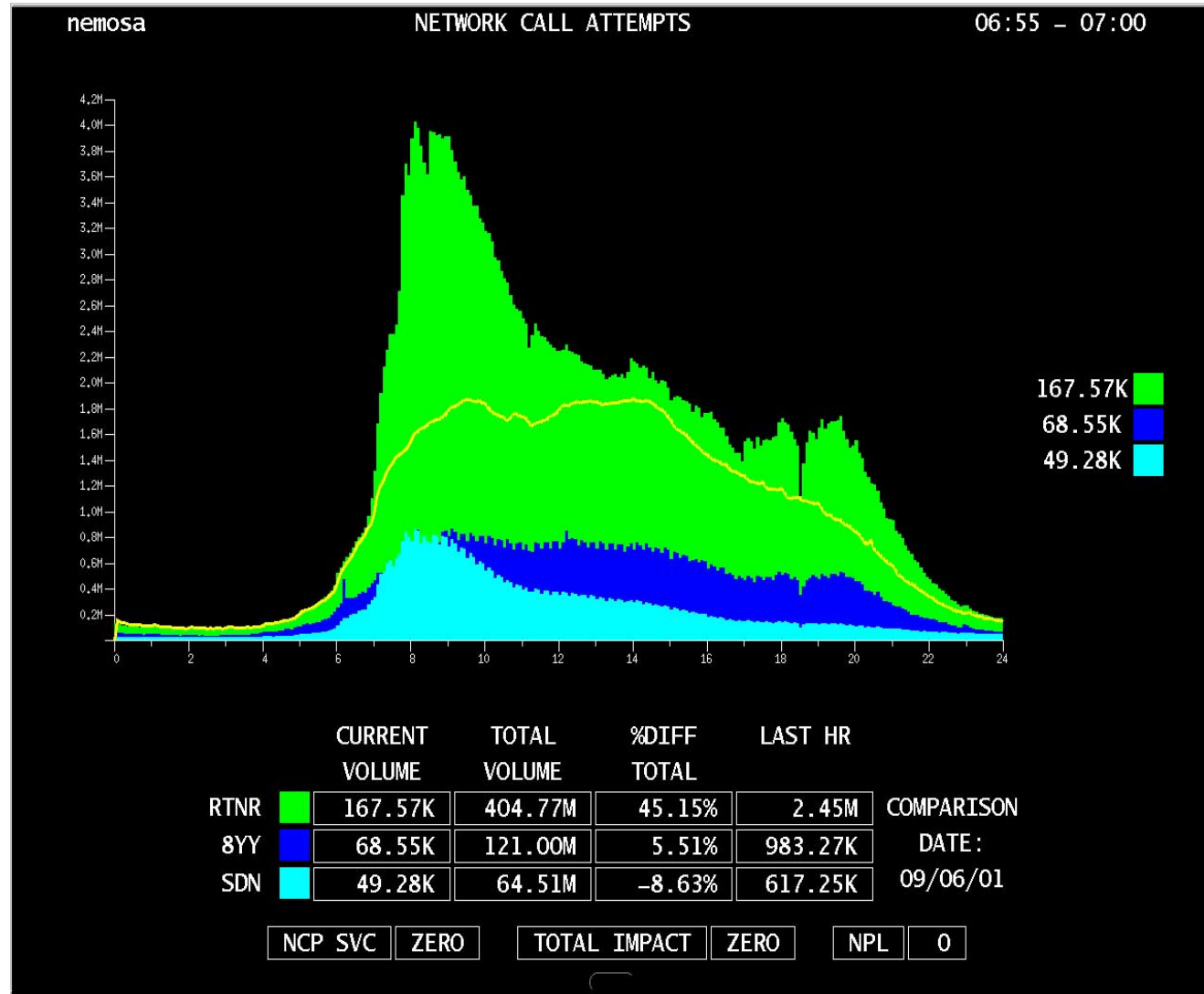


# AT&T Network Activity on 09/11/2001

On an average day in September, the AT&T network handles 300 million calls.

The all-time record for calls handled in a single day on the AT&T network was 330 million.

On 9/11/2001, the AT&T network handled 431 million call attempts.



The AT&T local services transport node in B6 was completely destroyed:

- AT&T executed incident management processes to restore network capacity lost at the site
  - Included dispatch of the NDR team to the area
- AT&T also began looking for alternate sites around New York and New Jersey for rebuilding the network node



# Jersey City Recovery Site



# Jersey City Recovery Site



Logos Displayed



# Jersey City Recovery Site



Visible Logos Masked & Covered



# NYPD Headquarters



## AT&T Emergency Communications Vehicle at 1 Police Plaza, New York City

AT&T NDR deployed an Emergency Communications Vehicle (ECV) to provide emergency phone service for the New York City Police Department's command center near the World Trade Center disaster site. That ECV provided forty-four voice lines for NYPD's use and dedicated four lines for use by the families of missing members of the NYPD and New York City Fire Department.





# World Financial Center – Ground Zero Support



On Friday, September 21, the Manhattan ECV was moved to a location within the WTC disaster zone to provide emergency communications for New York City emergency response agencies and for humanitarian relief purposes. The phone bank was set up in the Spirit of New York, a dinner cruise ship, that is being used a rehabilitation center for the crews working on the WTC disaster site.



# Thank you

