

STATEMENT HISTORY – LOUISIANA FLOODING:

Statement #6 – Louisiana flooding (8/17/16):

We're seeing heavier than normal call volumes on our network in the Baton Rouge area as residents are recovering from the severe flooding and we recommend texting when possible as it uses fewer network resources than calling. By rerouting traffic, we restored wireless service early Monday morning for a vast majority of our customers and our disaster response teams continue working around the clock to resolve remaining storm-related service issues.

Statement #5 – (Tuesday, 8/16/16 - 5pm CDT):

As crews work to repair damage to our flooded Baton Rouge switching center, we have restored service for a vast majority of our wireless customers as quickly as possible by rerouting the traffic to a nearby facility. Our technicians and engineers continue to work around the clock to complete further restoration.

Our Network Disaster Recovery team has deployed more than 10 satellite Cell on Light Trucks (COLTs) and Emergency Communications Vehicles (ECV), plus a mobile command center, from several warehouses across the country to aid wireless service for emergency personnel and help with network capacity where needed. This equipment is positioned around the Baton Rouge area to provide additional cell coverage where it's needed most. Because the equipment is mobile, it can be moved around the area as needed. An ECV is also set-up to provide public Wi-Fi at an evacuation center in Gonzales, LA.

Our network is carrying record levels of network traffic in the Baton Rouge area as many people try to contact loved ones, so we recommend texting when possible as it uses fewer network resources than calling. Our area stores are also offering customers and non-customers charging and use of phones to update friends and loved ones.

Statement #4 – (Monday, 8/15/16 - 1:15pm CDT):

Wireless service has been restored for the vast majority of our customers as of early today. We are working around the clock to complete our repairs associated with the flooding of our Baton Rouge wireless switching center. Also, we are deploying additional equipment to aid emergency personnel.

Statement #3 – (Sunday, 8/14/16 - 8:15pm CDT):

Our restoration work continues around the clock to restore service for affected customers after our mobility switching center in Baton Rouge flooded during severe weather. As progress is made during these efforts, service will return for some customers and others may continue to experience intermittent service. We are deploying resources including generators, Cell on Light Trucks (COLTs) and Emergency Communications Vehicles (ECVs) to help restore service as quickly as possible.

Statement #2 – (Sunday, 8/14/16 - 12:30pm CDT):

One of our switching centers that carries network traffic in the Baton Rouge area is flooded due to severe weather. We are deploying resources including Cell on Light Trucks (COLTs) and Emergency Communications Vehicles (ECVs) to restore affected wireless services as quickly as possible. We also have technicians and resources, such as generators, staged for additional restoration work as soon as damaged areas are safe to access. We are monitoring our network closely and will continue to coordinate with local officials and utility companies.

Statement #1 – (Sunday, 8/14/16 - 8:45am CDT):

Due to power outages and significant flooding caused by severe weather in parts of Louisiana, some customers may experience issues with their wireless and wireline service. We are monitoring our network closely and will continue to coordinate with local officials and utility companies. We have technicians and resources staged and as affected areas are safe to access restoration work will progress. We recommend customers text before calling when possible and utilize Wi-Fi where service is available.