

Emergency Preparedness & Response

Keeping you connected when it matters most



As part of investing in our local communities, Ziplly Fiber is dedicated to ensuring that people stay connected with family, friends and information when it matters most. That's why we're investing millions of dollars to maintain the resources and network needed to restore power, phones and internet as quickly as possible in an emergency.

Preparing for the worst

Our commitment to our communities is why we prepare for the worst, every day. From devastating winter storms to catastrophic summer fires, residents within Ziplly Fiber's service area are no strangers to natural disasters. Making sure that customers and first responders have power and connectivity as soon as possible after an emergency is one of our top priorities.

- **Backup power**
We've invested millions of dollars upgrading auxiliary power systems across our northwest locations with batteries, diesel fuel, and portable auto-start generators to keep the power on in an emergency.
- **Underground network**
Most of our intermarket conduit is buried deep underground, making it immune to wind and ice damage and significantly more reliable than aerial routes, especially in the Northwest, where poor weather is common.
- **Staffing**
We have two full-time generator technicians and hundreds of splicers ready to travel whenever and wherever necessary to recover internet and phone services quickly.



Responding to emergencies

Whether disaster strikes in a populated urban area or a smaller rural setting, Ziplly Fiber is ready to respond quickly to keep customers connected through phone and internet communications.

- **In-house rapid response teams**
Strategically spread across three Northwest locations — our emergency response teams are trained to respond to natural disasters and other service interruptions and are often first on the scene when disasters happen.
- **Power on**
We own dozens of our own rapid-deploy generators on trailers (GOTs) to bring power to the people when they need it most, keeping devices charged, loved ones connected and other first responders equipped with the power they need to do their jobs effectively.
- **Emergency WiFi hubs**
In times of crisis, two hundred of our central offices (COs) can be instantly transformed into disaster recovery centers where neighbors can gather to reconnect both virtually and in-person using free public WiFi stations.
- **Multi-agency coordination**
We're used to working with local agencies, utilities, municipalities and even our competitors to keep people connected, not just in an emergency, but all the time. Once a location is deemed safe by first responders, Ziplly Fiber is often one of the first on scene to restore essential services like landlines, cellular connections and internet access.
- **Moving forward**
We maintain a fleet of hundreds of vehicles designed to get the job done in any terrain, including trucks, trailers, forklifts, snow cats and fuel trucks.



Of course, we'd prefer these emergency services to be unnecessary, but we know that failing to plan is planning to fail. That's why we're here, ready to help if and when the need arises.

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