



Ready for the Storm

During hurricane season, the NuVox Communications' technical team is fully prepared for any storm. We're ready because we've been there. During 2005's devastating hurricane season, NuVox maintained our network operations centers throughout Florida and along the Gulf Coast. While other carriers struggled to maintain operations, NuVox technicians and engineers worked 24 x 7 to ensure our facilities were protected. While we cannot prevent a hurricane, we can minimize the impact—both to our network and to the communications services we provide to our customers.

"We never expected the extraordinary care we received from NuVox Communications. Everyone, from our Account Manager to our field technician kept us fully informed. Our service was restored much faster than we anticipated. All in all, we were treated as if we were the only business affected by the storm."

*-Omega Hospital LLC
Following Hurricane Katrina, 2005*

Before the Storm. Days before a hurricane is imminent, NuVox prepares our facilities with a full battery of preventative measures. For example, back-up tapes of customer data are made, and power generators and fuel storage tanks are ready to be engaged. At NuVox headquarters, the surveillance team carefully monitors storm activity.

During the Storm. When a storm hits, our team is ready and our systems are ready. We closely monitor the network in the affected area. Any network problem is analyzed, and preparations are made to begin restoration of any service affected by the storm. If it becomes necessary to divert traffic to other parts of our network, we are ready. Nothing is more critical than keeping you connected.

After the Storm. Recovery efforts will begin immediately following the storm. The NuVox strike team is deployed to assist local teams in the affected area. Emergency generators are maintained to ensure our network remains in service. Customer outages are quickly addressed as power is restored and working conditions are safe. Our engineers and technicians will work with each NuVox customer to ensure service is fully functional.

To learn more about how NuVox can help protect your business in the event of natural disasters such as hurricanes, contact your NuVox Communications Representative.

Because Business is on the Line.