AT&T WTC Recovery

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AT&T Network Continuity Best Practices

Plans
Personnel
Process
Practice
Practice
Practice

Monitor &
Manage Events

Respond,
Repair,
Recover

AT&T Network Continuity Best Practices

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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
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.
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