

Disaster Relief



Issue Summary

As a member of local and global communities, a company's resources can play an important role in disaster relief efforts. Information and communication technology companies have the added task of maintaining communications into and out of affected areas.

Our Position

When disaster strikes, AT&T and our employees assist victims and affected communities through corporate giving and assistance, employee support, volunteerism, and network preparedness and response.

Our Action

Key Performance Indicators:

Amount of corporate, employee & foundation giving:

Priority	Arts & Culture	Civic & Community	Education	Health & Welfare	
Total (Millions)	\$9.5	\$20.4	\$46	\$39.1	\$115

Cumulative investment in Network Disaster Recovery program: \$600 million

Materiality Assessment Topics: Disaster response; Giving & philanthropy; Network reliability; Volunteerism

Supporting Disaster Relief

When disaster strikes, AT&T and our employees assist victims and affected communities through corporate giving and assistance, employee support, volunteerism and network preparedness and response. In 2011, AT&T and the AT&T Foundation contributed more than \$1.1 million to support organizations helping with disaster relief. In addition, our employees reached out to help disaster victims affected by state and federal declared disasters.

In the U.S., AT&T Pioneers, a network of AT&T volunteers, and the AT&T Foundation donated \$262,100 in disaster relief to assist employees and retired employees who were disaster victims affected by tornadoes, flooding and severe storms in Alabama, Arkansas, Georgia, Illinois, Minnesota, Mississippi, Missouri, North Carolina, Oklahoma and Tennessee. The tornadoes that devastated Joplin, Missouri, prompted another outpouring of employee support. AT&T employees donated \$200,000 to help fellow employees.

Globally, AT&T employees donated more than \$160,000 to help those affected by the devastating earthquake and tsunami in Japan. Read more about our international partnership to restore communications after disasters strike.

Ensuring Connectivity for Customers

We are committed to delivering the highest levels of service, quality, and reliability for customers under all circumstances. That's why we've invested billions of dollars in our networks, which help to prepare for natural disasters. And, that's how we help ensure that customers have continued connectivity to stay informed and in touch with family and friends.

A critical element of our efforts to maximize network reliability is our ability to swiftly respond when disaster strikes. Through our Network Disaster Recovery (NDR) organization, we bring unmatched resources to help ensure the flow of both wireless and wired communications during times of need, all backed by centralized command and control designed to ensure maximum effectiveness and efficiency.

We invested more than **\$600 million in our NDR program**, which includes specially trained managers, engineers, and technicians from across the United States, as well as a fleet of more than 320 self-contained equipment trailers and support

vehicles that house the same equipment and components as our data-routing or voice-switching centers.

We monitor and maintain our networks 24/7 and conduct several readiness drills throughout the year to help ensure that our networks and personnel are prepared to respond quickly. When disaster strikes, our technicians and employees work around the clock to keep the network up and running.