

## CASE STUDY:

# HOW A TIER-1 CSP WAS ABLE TO FULLY RESTORE ALL COMMUNICATIONS SYSTEMS WITHIN 48 HOURS OF A NATURAL DISASTER IN THE FLORIDA PANHANDLE REGION



## BACKGROUND:

Hurricane Michael was a very powerful and destructive tropical cyclone that became the first Category 5 hurricane to strike the contiguous United States on October 10, 2018. It was the first Category 5 hurricane on record to impact the Florida Panhandle, which included Pretty Bayou, Callaway, Tyndall AFB, Mexico City Beach, Lynn Haven and caused \$25.5 billion in damages.

A Tier-1 Communications Service Provider (CSP), based in Florida, reached out to KGPCo to help restore its communications network in impacted areas. Their incumbent telecom partner did not have the capacity, manpower, and expertise to handle the workload required to restore the communications systems.

## CHALLENGE:



Massive damage to communication networks across all impacted cities



3x Data Centers in impacted cities received significant damage



Fiber optic cabling and communication equipment was buried under debris



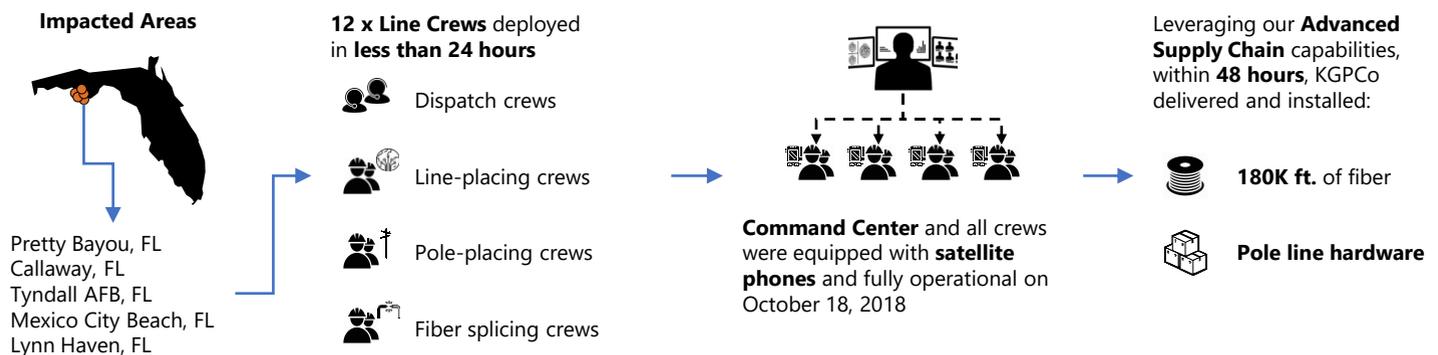
Increased cell phone usage caused severe congestion in networks already past capacity



Access to emergency services was limited or not possible at all

## MITIGATION:

KGPCo's rapid response Disaster Restoration Services teams were deployed on October 18, 2018, to help expedite communications systems recovery in all impacted areas of the Florida panhandle in less than 24 hours.



## RESULT:

The Tier-1 carrier's communications network was fully restored within 48 hours of contacting KGPCo. The customer asked KGPCo to continue the rebuild project by deploying additional small cell equipment to stand up a network to support increased network traffic in the hurricane-impacted areas. KGPCo assembled an additional team of pole line crews and set up two staging sites to facilitate material order, delivery and installation to meet this request.