

## Wireless Networks get hit by outages along East Coast

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Wireless-phone service in New York City's lower Manhattan section, which had extensive and historic flooding, isn't available from several major carriers.

While network operators assess the damage, customers throughout the region are experiencing problems with wireline and wireless services, in particular making phone calls and sending text messages.

AT&T Inc. T -0.12% customers weren't getting wireless service in lower Manhattan, although spokesman Mark Siegel couldn't confirm an outage. He said the company was experiencing some problems on its wireless and wireline networks in areas that were hard hit by the storm.

"We are in the initial stages of performing an on-the-ground assessment of our network for damage, and crews will be working around the clock to restore service," Mr. Siegel said in a statement. "We are deploying personnel and equipment as soon as it is safe to do so."

Verizon Communications Inc. said that flooding and power loss in lower Manhattan, Queens and Long Island have created problems with its networks. The company has teams working on the problems, including at "two critical switching centers in Manhattan, that were severely affected due to flooding and power outage issues," said spokesman Bill Kula.

Customers may have lost services including FiOS TV, Internet, and telephone connections. A Verizon Wireless spokesman said the company is "assessing the wireless situation." Verizon Wireless is a joint venture of Verizon Communications and Vodafone Group PLC. VOD.LN -1.64%

A spokeswoman for Sprint Nextel Corp. S +1.09% said some of its customers in the affected region didn't have service. Sprint was waiting to hear from network crews to assess the full extent of the damage, but some places were too dangerous to venture, she said.

"We are definitely experiencing some impact," Sprint spokeswoman Crystal Davis said. The company's network in lower Manhattan has been disrupted by "an extended loss of commercial power and significant flooding around the Battery Park area."

Deutsche Telekom AG's DTE.XE -0.24% T-Mobile USA said its customers may have "service disruptions or an inability to access service in some areas, especially those that were hardest hit by the storm." Its engineers are assessing the situation, the carrier said in a statement.

Telecom companies have spent days preparing for the storm by activating regional coordination centers, testing equipment and positioning resources for deployment. Companies typically use batteries, generators and mobile equipment to help ensure that their networks remain functioning in such storms.

Despite the preparation, some carriers said they expected outages, as the telecom equipment requires power to operate. Batteries and generators help create some redundancy, but the power outages are so widespread in the tri-state New York-New Jersey-Connecticut area that the networks couldn't escape getting hit.

Verizon's enterprise division, which provides services to businesses, posted an update to its website saying that field crews are beginning to assess the situation in the storm areas and are working with authorities on restoring service. "Many poles and power lines/Verizon cables are down throughout the region due to heavy winds and falling trees," the company said.

**Fonte: The Wall Street Journal, New York, 31 Oct. 2012, International.**