



Hurricane Michael Disaster Response

Communications Systems Restored Within 48 Hours

THE CHALLENGE

Hurricane Michael was a very powerful and destructive tropical cyclone that struck 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 and Lynn Haven.

The destruction caused limited or no access to emergency services and caused \$25.5 billion in damages.

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



Communications Equipment

Fiber optic cabling and communication equipment was buried under debris.



Data Centers

3x Data Centers in impacted cities received significant damage.



Increased Phone Use

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

HOW KGPCO HELPED

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.

- **12 Line crews were deployed** in less than 24 hours, equipped with satellite phones for assured connectivity.
- Leveraging our Advanced Supply Chain capabilities KGPCo delivered and installed **180,000 feet of fiber and Pole Line hardware.**

Impacted Areas



Pretty Bayou, FL
Callaway, FL
Tyndall AFB, FL
Mexico City Beach, FL
Lynn Haven, FL

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.

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