



September 16, 2011

Members of the Connecticut General Assembly,

Thank you for the opportunity to comment on T-Mobile's experience before, during, and after Hurricane Irene. We appreciate the questions you provided in advance. However, for a multitude of reasons, our response to your questions is submitted as a single paragraph, detailing our support of the Public Utilities Regulatory Authority throughout this event.

T-Mobile has historically and routinely participated voluntarily in efforts to support the Public Utilities Regulatory Authority (formerly the Department of Public Utility Control). The events related to Hurricane Irene are no exception to that practice; and before, during and after the effects of the hurricane T-Mobile provided information to PURA regarding our efforts to advise our customers how to prepare for the impending storm and how to remain informed on the status of our restoration efforts in the event of storm damage and flooding. A copy of the T-Mobile press release issued on Wednesday, August 24th is attached for reference <http://newsroom.t-mobile.com/articles/t-mobile-prepares-for-hurricane-irene>. General updates were also provided to our customers on our restoration efforts via the T-Mobile website – an example of which can be found at <http://blog.t-mobile.com/2011/08/26/t-mobile-preps-storm-response-ahead-of-irene-issues-tips-for-customers/>.

In the days following the storm beginning on Sunday, September 4th, T-Mobile also responded to requests and provided PURA detailed information on safety of our employees, location/type/number of outages plotted on CT Department of Transportation maps, deployment of technicians and equipment to support network operations, status of backhaul and fueling requirements, sporadic outages impacting customers and coordination with utilities on commercial power restoration. As a general matter, similar information was also provided by T-Mobile to the Federal Communications Commission via the Disaster Information Reporting System which was operational during the storm and summary results (no carrier ID) were shared with DHS, which can make them available via the state's homeland security liaison. This information and efforts are managed internally at T-Mobile via a comprehensive business continuity program.

Thank you again for the opportunity to provide this information, and please do not hesitate to contact me with any further questions.

Sincerely,

/s/

Lorrie Turner
Senior State Legal Affairs Manager