Verizon Wireless Crisis Response Team (V-CRT)

V-CRT is a national program bringing together dedicated teams within Verizon Wireless to ensure the most appropriate and timely response to our customers and emergency management agencies during a time of crisis.

V-CRT provides emergency assistance to:
- Government (Federal, State, and Local) agencies
- Non-profit organizations
- Emergency management

V-CRT provides the following support in the event of a crisis:
- Staffed contact number available 24x7x365.
- Coordinate requests for emergency wireless voice and data products.
- Coordinate requests for emergency network coverage, which may include deployment of resources such as a Cell-on-Wheels ("COW") or Cell-on-Light-Truck ("COLT")
- Access to other Verizon Wireless support teams.

V-CRT Hotline
800.981.9558

www.verizonwireless.com

Wireless Priority Service (WPS)

All Public Safety personnel should familiarize themselves with Wireless Priority Service (WPS).

It is managed by the National Communications System (NCS) of the Department of Homeland Security (DHS), and is available on the Verizon Wireless network. Visit their website at: www.dhs.gov/wireless-priority-service-wps

Public Safety Outreach Program

If you have any questions or would like to receive more information, please contact us at: publicsafety@verizonwireless.com

VCRT (Verizon Crisis Response Team)
800.981.9558

VSAT (Verizon Security Assistance Team, formerly LERT)
800.451.5242

Corporate Security Hotline
800.997.3287

Verizon Wireless is committed to supporting the public safety community

Verizon

Public Safety Outreach Program
Public Safety Outreach Program

Verizon Wireless is committed to the public safety community across the United States, putting the nation’s most reliable wireless network to work everyday to ensure communication needs are met to the highest standards.

Our team assists law enforcement with investigations and takes pride in its partnership with federal, state and local agencies, and sponsors numerous public safety events and associations throughout the country.

We are a proud partner and sponsor of the National Law Enforcement Officers Memorial Fund and Museum.

Business Continuity-Disaster Recovery Team

The Business Continuity-Disaster Recovery Team is responsible for the company’s crisis management and business continuity program. The team coordinates Verizon Wireless support of public safety responders during major disasters and builds awareness of our ability to support government agencies and communities.

Corporate Security Team

The Verizon Wireless Corporate Security Team serves as the company’s primary interface with the public safety community and is responsible for investigating crimes perpetrated against the company and its employees. The team partners with public safety to combat fraud and to support other law enforcement efforts.

Corporate Security Hotline
800.997.3287

For more information contact us during regular business hours and ask for the Verizon Wireless Corporate Security or Business Continuity-Disaster Recovery Team.

Verizon Security Assistance Team

The Verizon Security Assistance Team (VSAT) assists law enforcement with all legally authorized requests, including processing court orders and subpoenas for subscriber information, providing 24x7 assistance for 9-1-1 and other life threatening emergencies, and complying with the Federal Communication Assistance to Law Enforcement Act (CALEA).

The team also offers educational presentations to support the public safety community.

Law Enforcement Hotline
800.451.5242

Option 1: Subpoenas
Option 2: Orders & search warrants
Option 3: Electronic surveillance & technical assistance
Option 4: General information
Option 9: Exigent situations ONLY

Hours of operation:
(Options 1&2) 7:00 a.m. – 8:00 p.m. ET
(Options 3, 4 & 9) 24 hours