Verizon Crisis Response Team

The Verizon Crisis Response Team (V-CRT) supports first responders, government agencies, non-profit organizations and our customers during an emergency. V-CRT is staffed by personnel across the country that are trained and typically have previous experience in emergency response.

V-CRT support includes:
- Nationwide hotline answered 24/7
- Loaner phones and data devices
- Assistance with emergency wireless coverage:
  - Cells on Wheels (COWs), Cells on Light Trucks (COLTs), repeaters
- Emergency Communication Centers
  - Charging stations
  - Phone calls and Internet access

When preparing for an emergency or responding to one, the primary coordination happens between our customers and our account teams to ensure Verizon is properly engaged and providing support. In the event of an emergency, V-CRT also offers support for government agencies, emergency response personnel and non-profit organizations that may not be existing customers. V-CRT provides help based on availability of resources, and cannot be guaranteed.

Verizon works hard to support our customers and communities. We have a long history of providing reliable communication services and responding quickly, especially during emergency situations.

Learn more.
To request V-CRT support, call: 1.800.981.9558