#2 Communications

State Emergency Support Function Annex

STATE OF HAWAI`I
EMERGENCY
OPERATIONS PLAN

Hawai`i Emergency Management Agency

November 2026

SESF #2 TASKED AGENCIES

State ESF Coordinating and Primary Agency: Office of Enterprise Technology Services (ETS)
State Support Agencies: Department of Law Enforcement (LAW) – Office of Homeland Security (OHS), Statewide Interoperability Coordinator (SWIC) Position Hawai`i Emergency Management Agency (HI-EMA) Public Utilities Commission (PUC)
State Non-Profit and Private Sector Support Agencies: AT&T (First Net) Hawaiian Telcom Radio Amateur Civil Emergency Service (RACES)
Federal ESF Coordinating Agency: Department of Homeland Security – National Protection and Programs Directorate, Office of Cybersecurity and Communications
Federal ESF Primary Agency: Department of Homeland Security – National Protection and Programs Directorate, Office of Cybersecurity and Communications Department of Homeland Security – Federal Emergency Management Agency (FEMA)

RECORD OF CHANGES

The SESF #2 is responsible for the *#2 Communications State Emergency Support Function Annex* and is authorized to make changes in coordination with the HI-EMA Operations Branch. All updates to *#2 Communications State Emergency Support Function Annex* will be tracked and recorded in the following table to ensure the most recent version is disseminated and implemented. This annex will be reviewed on a biennial basis and after every incident where SESF #13 was activated.

Change Number	Date of Change	Section Changed	Summary of Change
1	10/2021	Industry overview	Corrections: DRFortress, T-Mobile/Sprint merger, TW Telecom/Level3 clarification
2	2/2022	Record of Changes	Added Record of Changes verbiage and signatory block
3	11/2026	Several	Revised signatory block; Incorporated OHS move from DOD to LAW and HIWIN from ETS to HIEMA; Revised date; Ran a more thorough spellcheck
4			
5			
6			
7			

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11/17/2026

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1. INTRODUCTION

1.1 PURPOSE

1. State Emergency Support Function (SESF) #2 Communications supports the restoration of the communications infrastructure and provides state emergency communications support during incidents requiring the activation of the State Emergency Operations Center (SEOC).
2. The purpose of this Annex is to:
   a. Define the activities that fall within the scope of State Emergency Support Function (SESF) #2 Communications
   b. Identify the agencies with responsibilities under this SESF;
   c. Describe how tasked agencies will coordinate to execute missions assigned to the SESF during an emergency or disaster.

1.2 SCOPE

1. Activities within the scope of SESF #2 include the following:
   a. Restoration of public communications infrastructure impacted by natural or man-made incidents, in conjunction with the private sector;
   b. Restoration of public safety communications systems and first responder networks, including statewide alert and warning mechanisms;
   c. Emergency communications support to state departments and counties;
   d. Support with the recovery of state communications systems and applications impacted by natural disasters or cyber incidents to ensure continuity of essential state functions;
   e. Coordination between public and private agencies for the deployment of communications resources to incident sites.
   f. SESF #2 functions are distinct from those performed by the Communications Unit in the SEOC's Logistics and Resource Support Section, which provides communications equipment for state operations and telecommunications support to the SEOC. Those activities are outside the scope of SESF #2.
   g. This Annex supports, but does not supplant, existing, local, state, or federal communications plans or policies.
   h. This Annex applies to all hazards that impact the state of Hawai`i.

2. SITUATION AND ASSUMPTIONS

2.1 SITUATION OVERVIEW

2.1.1 INDUSTRY OVERVIEW

1. The telecommunications industry in Hawai`i consists of single providers for local telephone and cable service. All the major cellular providers have a presence in the state.

Phone	Cable (Broadband)	Cellular (Commercial)	Teleport (Satellite Dish) Operators	Undersea Cables	Datacenter Operators
Hawaiian Telcom	Spectrum Communications	AT&T T-Mobile / Sprint Verizon	Inmarsat Hawaii Sunset Beach AlohaNAP Hawaii Pacific Teleport Sprint Pearl City EMC Kapolei SSC South Point Hawaii	Paniolo Network HICS HIFN Southern Cross SEA-US Japan-US Asia-America Gateway Honotua	DRFortress Lumen[1] AlohaNAP University of Hawaii Manoa HMSA Data Center

2. Regulation of the communications industry is done by several different state and federal agencies.
   a. **PUBLIC UTILITIES COMMISSION (PUC):** Telephone service provided by Hawaiian Telcom is regulated at the state level by the PUC, the state agency responsible for regulation of traditional monopoly services. The Commission also oversees intrastate cellular, paging, mobile phone and other telecommunications providers.
   b. **DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS (DCCA):** DCCA is the state agency for regulating franchised wireline cable operators and broadband services in the state.
   c. **FEDERAL COMMUNICATIONS COMMISSION (FCC):** All interstate and international communications that cross state boundaries, such as satellite communications, are primarily regulated by the FCC.

2.1.2 OVERVIEW OF STATE EMERGENCY COMMUNICATIONS

1. Several state entities have missions that support various aspects of emergency communications.

[1] TwTelecom was acquired by Level3 in 2014 which was acquired by CenturyLink in 2017. CenturyLink rebranded as Lumen in 2020.

a. **OFFICE OF ENTERPRISE TECHNOLOGY SERVICES (ETS):** ETS is the state agency that supports computer and telecommunication services for the executive branch.

b. **HAWAI`I EMERGENCY MANAGEMENT AGENCY (HI-EMA):** HI-EMA's primary role is to ensure Operational Communications between state, county, and federal Emergency Operations Centers (EOCs). HI- EMA maintains several layers of communications capability including the Emergency Alert System (EAS), which consists of a landline conference bridge network between state and county EOCs and Warning Points, and the Satellite-based Push-to-talk network. HI-EMA also operates the **HAWAI`I WIRELESS INTEROPERABILITY NETWORK (HIWIN)**, which is a statewide Land Mobile Radio network that supports state government first responders and state agencies. HIWIN can also provide interoperability between state government emergency personnel and first responder networks in Hawai`i's individual counties. The system is built to public safety standards including survivability of hurricanes up to a category 4 designation.

c. **STATEWIDE INTEROPERABILITY COORDINATOR (SWIC):** Located in the Hawai`i Department of Law Enforcement Homeland Security Office, the SWIC works with emergency response leaders across all levels of government to implement a statewide strategic vision for interoperability. This includes federal, state and county radio and data communications systems that are utilized by first responders and other government agencies to ensure public safety and protection of property.

2.1.3 VULNERABILITIES

1. The state's communications networks are vulnerable to human-caused and natural hazards, which have the potential to impact these systems to varying degrees.

   a. High winds from tropical cyclones or other severe storms can damage utility poles, antenna towers, and antennas, which can impact electrical power, telephone, cellular telephone, overhead fiber, microwave, and land mobile radio systems.

   b. Floods, earthquakes, landslides, and fires are more likely to have a localized effect on communications infrastructure. These types of incidents may damage telephone cables or cellular/radio towers or interrupt power to communications equipment. Volcanoes can have a similar impact but usually permit more time to take corrective action.

   c. Power outages, whether caused by natural or human-caused incidents, can also limit the availability of communications systems, even if they do not sustain any direct damage. These disruptions may affect an entire communications system or part of a system and impacts can be island-wide or limited to certain geographic areas. Interruptions may occur if backup generators fail to operate or links between sites fail because of a lack of electrical power backup.

   d. Due to the increasing reliance on the internet, there is greater susceptibility to cyberattacks. Cyberattacks can target and disrupt all aspects of modern society.

2. The communications infrastructure in Hawai`i operates with logistical and resource constraints that increase its vulnerability and have important implications for system restoration. The spare parts and surge workforce required for restoration are not available within the state. Acquiring these resources will be

impeded by Hawai`i's geographic isolation and long supply chain. Vulnerabilities to the state's critical transportation network may further delay the arrival of resources to support restoration.

2.2 ASSUMPTIONS

1. SESF #2 planning is based on the following assumptions:
   a. Protection and restoration of the communications infrastructure will require public and private sector collaboration and partnership.
   b. All regulated telecommunications companies are responsible for meeting the provisions and requirements of state and federal law and rules.
   c. Private sector communications providers will work closely with SESF #2 to restore infrastructure as quickly as possible, focusing on priorities established by leadership at the State Emergency Operations Center (SEOC).
   d. Large mobile service providers have disaster response and recovery teams that will take over management of the corporate response during emergencies.
   e. The satellites used for emergency communications will remain operational.
   f. State agencies will acquire, maintain, and operate their own telecommunications equipment, including redundant voice and data capabilities, to support critical business and emergency functions.
   g. Local communications assets will remain in the control of the respective jurisdiction.

3. ROLES AND RESPONSIBILITIES

1. The following section outlines the roles and responsibilities assigned to state agencies and community partners to ensure SESF #2 activities are performed in a coordinated, efficient, and effective manner.
2. This document does not relieve tasked agencies of the responsibility for emergency planning; agency plans should adequately provide for the capability to implement the actions identified below.

3.1 SESF COORDINATING AND PRIMARY AGENCY

1. The Office of Enterprise Technology Services (ETS) serves as both the Coordinating and Primary Agency for SESF #2.
   a. **COORDINATING AGENCIES**, as defined by the State of Hawai`i Emergency Operations Plan (HI- EOP), serve as the principle contact for HI-EMA on issues related to the SESF and provide overall management of SESF preparedness activities.
   b. **PRIMARY AGENCIES**, as defined by the ***HI-EOP***, have significant authorities, roles, resources, or capabilities for functional areas the SESF oversees.
2. SESF Primary Agencies have additional responsibilities related to management of SESF activities.

BEFORE AN INCIDENT

a. Designate primary and alternate SESF #2 representatives, who shall be responsible for coordinating with internal department stakeholders, the SEOC and other SESF #2 agencies to ensure successful execution of duties assigned in this Annex. Notify HI-EMA of any changes to assigned contacts.
b. Coordinate SESF preparedness activities, including convening quarterly planning meetings and ensuring SESF #2 participation in applicable training and exercises.
c. Lead the development, review and refinement of plans, procedural guides, job aids and/or other written resources that support SEF #2 operational processes and procedures.
d. Develop and maintain departmental level plans, policies, procedural guides, and/or mutual aid agreements needed to successfully execute SESF #2 duties during an incident.
e. Identify contingency contracts that may be required for emergency operations and develop specific contracts with service providers that stipulate how and when telecommunications equipment and related services will be available in emergencies.
f. Ensure adequate levels of training for departmental staff needed to support SESF #2 during a disaster.
g. Provide support and staff for the operations functions of the Government of Hawai`i's Next Generation Network (NGN), access to internet and microwave radio communications infrastructure.
h. Protect the state's critical cyber infrastructure by developing policies, protocols, and processes to help mitigate and recover from cyber security incidents.

i. In conjunction with the Statewide Interoperability Coordinator (SWIC), acts to achieve, maintain and enhance interoperable emergency communications capabilities. This work includes oversight of Hawai`i Wireless Interoperability Network (HIWIN) which is the state's Land Mobile Radio Network.

j. Maintain the HIWIN user groups and subscriber directories to provide regular communication updates and announcements.

k. Maintain the machine database of ETS subscribers to HIWIN statewide.

l. In partnership with other SESF #2 agencies, support HI-EMA and the county emergency management agencies in maintaining a master list of commercial carrier and service provider contacts for emergency response.

DURING AN INCIDENT

a. Notify Support Agencies when SESF #2 is activated by the SEOC.

b. Notify Support Agencies when the SESF is activated by the SEOC and provide a representative to the SEOC during activation hours.

c. Coordinate the response to Requests for Information (RFIs) and Requests for Assistance (RFAs) assigned to SESF #2 by the SEOC. Work with Primary and Support Agencies to identify and direct resources, plan missions and prioritize needs.

d. Provide SESF #2 information to *SESF #5 – Information and Planning* to include in Situation Reports, Incident Action Plans (IAPs) and other products as requested.

e. Provide updates to the SEOC on the status of SESF mission assignments. Notify the SEOC Operations Section if the SESF is unable to fulfill assigned missions.

f. Coordinate actions with counties, other SESFs or federal ESFs as appropriate.

g. As appropriate, activate, assign, and track department resources to fulfill SESF mission assignments. Ensure financial and property accountability for department resources used in support of SESF #2.

h. Support communications operations at other incident sites, as requested.

3.2 SUPPORT AGENCIES

1. Support Agencies, as defined by the ***HI-EOP***, have specific capabilities, expertise or resources that can assist Primary Agencies in executing missions assigned to the SESF by the SEOC.

3.2.1 GENERAL DUTIES OF ALL SUPPORT AGENCIES

1. Prior to an emergency or disaster, all SESF #2 Support Agencies will:

   a. Designate a SESF #2 representative, who shall be responsible for coordinating with internal department stakeholders, the SEOC and other SESF #2 agencies to ensure successful execution of duties assigned in this Annex. Notify HI-EMA of any changes to assigned contacts.

b. Develop and maintain departmental level plans, policies, procedural guides, mutual aid agreements and/or convenience contracts needed to successfully execute SESF #2 duties during an incident.

c. Ensure adequate levels of training for departmental staff needed to support SESF #2 during a disaster.

d. Participate in SESF #2 planning meetings, trainings, and exercises.

e. Support the development, review and refinement of plans, procedural guides, job aids and/or other written resources that support SEF #2 operational processes and procedures.

f. Represent the SESF at the SEOC and other incident sites, if requested.

2. During an incident, all SESF #2 Support Agencies will:

a. Provide a SESF #2 representative at the SEOC and other incident sites, if requested.

b. Coordinate with other SESF #2 agencies to fulfill requests for assistance or information assigned to SESF #2 by the SEOC.

c. As appropriate, activate, assign, and track department or agency resources to fulfill SESF #2 mission assignments. Ensure financial and property accountability for department resources used in support of SESF #2.

d. Report information on SESF #2 activities to be used in SEOC briefings, Situation Reports (SitReps), and Incident Action Plans (IAPs) through the Coordinating/Primary Agency.

e. Coordinate actions with counties, other SESFs, or federal ESFs as appropriate.

3.2.2 STATE SUPPORT AGENCIES

1. The following are agency-specific responsibilities that are in addition to those listed above.

Support Agency	Agency Functions
Department of Defense **<u>Position</u>** Statewide Interoperability Coordinator (SWIC)	1. Maintain and implement the ***Statewide Communication Interoperability Plan (SCIP)***, which is a tactical plan that establishes how different state and county agencies interoperate with each other. 2. Support the creation and maintenance of ***State and County Tactical Communication Interoperability Plans (TCIPs),*** which are the specific practices to interoperate equipment between agencies within the state or county. 3. Coordinate the integration of available communications resources owned and operated by federal, state, and county governments as the situation requires.
Hawai`i Emergency Management Agency	1. Support the ability of emergency response providers and relevant government officials to communicate in the event of disasters and emergencies when regular communications channels are disrupted or degraded. 2. Coordinate activities to assist with the restoration of public safety communications systems and first responder networks, as requested.

Support Agency	Agency Functions
	3. Establish and maintain a master distribution list of commercial carriers and service providers available to county emergency management agencies for emergency response. 4. Provide administrative support and end-user training to the State Land Mobile Radio (LMR) user group (i.e. HIWIN Users). 5. Support the development and maintenance of communications appendices to the ***HI-EOP*** and the ***Hawai`i Catastrophic Hurricane Plan.*** 6. Coordinate the integration of available communications resources owned and operated by federal, state and county governments, as the situation requires. 7. As required, activate backup communications links to maintain communications with critical federal, state, and county agencies and EOCs, the incident scene and other emergency facilities. 8. Recruit and train state RACES volunteers to competently fulfill operational communications requirements during an emergency or disaster situation. 9. Develop the ***State Tactical Communication Interoperability Plan***.
Public Utilities Commission (PUC)	1. Establish public utility requirements for network reliability and restoration for local telecommunications infrastructure of state regulated utilities, which includes some wireless carriers. 2. Ensure that telecommunications utilities regulated by the PUC have adequate emergency plans in place.

3.2.3 PRIVATE SECTOR AND NON-PROFIT SUPPORT AGENCIES

Support Agency	Support Agency Functions
AT&T (First Net)	1. Provide FirstNet Public Safety wireless communications. 2. Provide timely reports of FirstNet network operational status and expected restoration intervals. 3. Provide deployable resources and technical subject matter expertise to SESF #2 to support operational communications.
Hawaiian Telcom	1. Provide completed pre-incident preparedness and mitigation action plans to HI-EMA. 2. Share information with the SESF #2 representative in the SEOC, including damage and outage information, actual and planned actions to restore services and support needs. 3. Provide representative(s) to county EOCs during emergency response. 4. Provide a technical expert to the SEOC, if requested, to work with SESF #2 on telecommunication system restoration planning.

Support Agency	Support Agency Functions
Radio Amateur Civil Emergency Services (RACES)	1. RACES is a standby radio service provided in Part 97.407 of the Federal Communications Commission (FCC) rules. When activated during emergencies, RACES is comprised of volunteer amateur radio operators who have previously registered with state and local government to provide emergency radio communications using specially designated and reserved frequencies. 2. Maintain radio communications links in a state of readiness to communicate with EOCs in the event regular communications systems are disrupted. 3. Provide qualified and licensed radio operators to supplement emergency communications systems as requested by the SEOC and as resources are available.

4. CONCEPT OF OPERATIONS

4.1 GENERAL

1. SESF #2 will be activated by the State Emergency Operations Center (SEOC) when a significant impact to the communications infrastructure is expected or has occurred.
   a. The Office of Enterprise Technology Services (ETS) is the Coordinating/Primary Agency for SESF #2 and leads joint planning, training, and exercise efforts with Support Agencies identified in this Annex to ensure collective readiness to perform SESF duties. When activated for an incident, it serves as the lead agency for coordinating SESF #2 activities and works with Support Agencies to respond to requests for information and assistance assigned to SESF #2.
   b. All requests for SESF #2 communications support will be received and processed by the SEOC.

4.2 KEY ACTIONS

4.2.1 PREPAREDNESS

1. SESF #2 agencies work together in the preparedness phase to ensure readiness to readiness to implement effective and efficient response and recovery activities within the scope of SESF #2.
2. Preparedness activities for SESF #2 include:
   a. Developing, reviewing, and refining SESF #2 plans and procedural guides that address specific operational processes and procedures.
   b. Ensuring adequate levels of training for personnel that will support SESF #2 during a disaster.
   c. Participating in exercises to test, refine and validate SESF #2 procedures.
   d. Developing, reviewing, refining, and maintaining lists of all resources under the control of agencies listed in this plan that can support the execution of SESF #2 duties.
   e. Building and maintaining relationships with private sector telecommunications providers and maintaining a statewide list of maintain a master list of commercial carrier and service provider contacts.
   f. Coordinating plans with commercial telecommunications companies to restore services, to include assessing capabilities and potential support needs and identifying public safety and responder priorities.

4.2.2 RESPONSE

4.2.2.1 ACTIVATION OF SESF AGENCIES

1. During a threatened or actual emergency, the Operations Section Chief at the State Emergency Operations Center (SEOC) determines which SESFs to activate based on the needs of the incident.

2. The HI-EMA Operations Section sends an activation alert to all Coordinating and Primary Agency contacts for activated SESFs and requests a representative report to the SEOC.
    a. For notice incidents, this alert may be sent via email.
    b. For no-notice incidents, this alert may be sent through HI-EMA's emergency notification system and delivered via phone or text.
3. Upon receipt of the alert, the Coordinating/Primary Agency will notify Support Agencies that SESF #2 is activated. A list of current contacts is maintained in the WebEOC database in the 'State Contact List' section.
4. If a SESF contact cannot be reached, the Coordinating/Primary Agency will notify the missing agency's Emergency Management Officer (EMO) and request an alternate point of contact for the incident.
5. All SESF #2 agencies will activate other departmental personnel or resources as needed to support SESF activities.

4.2.2.2 SEOC OPERATIONS

1. The Coordinating/Primary Agency will dispatch a SESF #2 representative to the SEOC. If requested, Support Agencies will also send representatives. Otherwise, Support Agencies will work from their offices or Department Operations Centers (DOCs) to monitor and update WebEOC and provide requested support.
2. The SESF #2 representative in the SEOC will work with other SESF #2 agencies to:
    a. Respond to Requests for Information (RFIs) and Requests for Assistance (RFAs) tasked to SESF #2.
    b. Gather situational information related to SESF #2.
    c. Share information with SESF #5 Information and Planning to include in Situation Reports, Incident Action Plans (IAPs) and other products as requested.
    d. Provide SESF #2 reports in SEOC briefings.
    e. Share information with SESF #15 External Affairs to ensure consistent public messaging on communications issues.
    f. Organize a daily SESF #2 conference call to share information and facilitate coordination.
    g. Coordinate SESF #2 staffing to ensure the function is staffed across operational periods.
    h. Monitor ongoing SESF #2 activities.

4.2.2.3 INITIAL RESPONSE ACTIONS

1. Immediately upon notification of a threatened or occurring incident, consideration is given by ESF #2 toward:
    a. Providing appropriate representation at the SEOC.
    b. Coordinating with commercial telecommunications companies to determine the status of their facilities and identify the magnitude of the service disruption.
    c. Coordinating with county agencies to determine priorities and support requirements for restoration of first responder networks.

d. Coordinating the establishment of interoperable voice and data communications between local, state, and federal first responders.

e. Identifying impacts to state government communications services.

f. Coordinating capability for responsible officials to receive emergency information and communicate decisions.

4.2.2.4 ONGOING RESPONSE AND INITIAL RECOVERY ACTIONS

1. In addition to continuing the above initial activities, as appropriate and required, #2 provides ongoing coordination of the following activities during the response:

   a. Re-establishing sufficient communications infrastructure within the affected areas to support life-sustaining activities.

   b. Working with private utilities and other stakeholders on communications restoration planning and identification of priorities.

   c. Facilitating the recovery of state telecommunications systems and applications.

   d. Identifying available telecommunications facilities, equipment and personnel within the state that are needed to support SESF #2 mission assignments

   e. Coordinating deployment of systems to augment state and commercial networks to support operational communications, as requested.

4.2.3 LONG-TERM RECOVERY

1. As the incident transitions to longer term recovery, SESF #2 will deactivate. The decision to deactivate SESF #2 will be made by the Operations Section Chief with the approval of the SEOC Manager.

   a. Following large or particularly complex disasters, the Governor may appoint a State Disaster Recovery Coordinator (SDRC) to manage state support of county reconstruction efforts. Agencies that are part of SESF #2 may be assigned responsibilities for supporting this type of long-term recovery effort, but those duties are separate from and outside the scope of SESF #2.

4.2.4 MITIGATION

1. All SESF #2 agencies will take the following steps to support hazard mitigation, as applicable:

   a. Providing input into updates of the ***State of Hawai`i Hazard Mitigation Plan***

   b. Identifying, supporting and/or implementing mitigation measures related to SESF #2 contained in the plan.

4.3 DIRECTION, CONTROL, AND COORDINATION

4.3.1 DIRECTION AND CONTROL

1. The SEOC serves as the central location for interagency coordination and decision-making for state emergency operations, including all activities associated with SESF #2.
   a. SESF #2 is part of the Critical Systems Branch of the Operations Section in the SEOC organizational structure.
   b. The SESF #2 Coordinating/Primary Agency reports to the Critical Systems Branch Director in the SEOC. If this position is not assigned, SESF #2 reports directly to the Operations Section Chief.
   c. Activities of SESF #2 Support Agencies are, in general, coordinated by the SESF #2 Coordinating/Primary Agency.

4.3.2 COORDINATION AMONG SESF #2 AGENCIES

1. The SESF #2 representative in the SEOC coordinates SESF #2 responses to RFAs and RFIs. The request is evaluated and assigned to the SESF #2 agency most likely to have the requested capability or information. Information on the status of the request must be entered in WebEOC by the tasked SESF #2 agency.
2. SESF #2 agencies not present in the SEOC will ensure an SESF #2 contact is identified and available to respond to inquiries from the SEOC during activation hours.
3. When SESF #2 is activated, the SESF #2 Primary Agency will organize a daily SESF #2 conference call to share information and confirm internal coordination procedures.

4.3.3 COORDINATION WITH OTHER SESFS

1. It is anticipated that SESF #2 will coordinate with other SESFs on the following:
   a. **SESF #3 PUBLIC WORKS AND ENGINEERING:** Coordinating temporary emergency power requirements for critical communications assets.
   b. **SESF #7 LOGISTICS MANAGEMENT & RESOURCE SUPPORT:** Shipping equipment, materials, and/or personnel.
   c. **SESF #12 ENERGY:** Determining power restoration timelines, identifying outage impacts on communications systems, and prioritizing fuel requirements for assets supporting critical communications.
   d. **SESF #15 EXTERNAL AFFAIRS:** Disseminating public messages on the status of communications.

4.3.4 COORDINATION WITH COUNTY EOCS

1. Each jurisdiction within the state is responsible for its own requirements. Only when local and mutual aid resources are exhausted or projected to be exhausted, or the required capability does not exist at the local level, may the jurisdiction request assistance from the state.

2. Coordination within County EOCs is dependent upon the incident and how the county Incident Command System (ICS) is built. As such, points of contact at the counties vary.
3. SESF #2 agencies may be deployed to support county EOCs and other incident sites. Support may be provided in response to a county Request for Assistance when resources are available.
4. If SESF #2 sends representatives to a county EOC or to an Incident Command Post, SESF #2 in the SEOC maintains operational control of these assets. All reporting and requests for assistance will be through SESF #2 in the SEOC.

4.3.5 COORDINATION WITH FEDERAL PARTNERS

1. If federal ESF #2 resources have been deployed in response to, or in anticipation of, a presidential disaster declaration, SESF #2 will establish contact with the federal ESF Coordinating or Primary Agency representative(s) in the state and ensure daily coordination for the duration of the activation.
2. Coordination will primarily occur at the SEOC, Initial Operating Facility (IOF), or Joint Field Office (JFO).

4.3.6 COORDINATION WITH THE PRIVATE SECTOR

1. SESF #2 collaborates closely with private sector providers to support the restoration of the public communications infrastructure.
2. There is currently not a private sector communications-related working group. However, as part of preparedness, SESF #2 may participate in a broadcasting advisory group for the emergency alert system (EAS), which communicates via monthly email bulletins. There are no physical meetings.
3. During an incident, SESF #2 will work with the private sector to exchange information on the status of local and state telecommunications systems as well as priorities, timelines and needs related to restoration.
4. As necessary, private sector partners will participate in SESF #2 coordination calls.

4.3.7 TASK FORCES

1. Task forces may be stood up during an incident to address major response activities that require coordination across different levels of government and/or involve multiple state and federal ESFs.
2. SESF #2 may establish or participate in task forces to address specific issues during planning or response operations.
    a. Task forces may be pre-established or stood up on an ad hoc basis as issues emerge that require specialized attention and coordination among multiple stakeholders.
    b. Task forces may consist only of SESF #2 agencies, or include representatives from other SESFs, federal ESFs, the private sector or non-governmental organizations.

5. AUTHORITIES AND REFERENCES

5.1 STATE LAWS, REGULATIONS AND DIRECTIVES

1. Hawai`i Revised Statutes Chapter 127A – Emergency Management
2. Administrative Directive No. 15-01, Emergency Management Preparedness Policies for Departments

5.2 FEDERAL LAWS, REGULATIONS, AND DIRECTIVES

1. 47 CFR - Telecommunication
   a. Part 11 - Emergency Alert System
   b. Part 97 - Amateur Radio Service
2. Wireless Communications and Public Safety Act of 1999 (Public Law 106-81)
3. Enhanced 9-1-1 Act of 2004 (Public Law 108-494)
4. New and Emerging Technologies (NET) 9-1-1 Improvement Act of 2008 (Public Law 110-283)

5.3 REFERENCES

1. Federal ESF #2 – Communications Annex
2. Cyber Incident Annex – To Be Developed
3. Hawai`i Emergency Management Agency, Statewide Alert and Warning System documentation
4. Hawai`i Catastrophic Hurricane Plan
5. Emergency Communications Appendix
6. State of Hawai`i, State Communications Interoperability Plan (SCIP)
7. State of Hawai`i, Statewide Alert and Warning System Plan
8. Kaua`i Region, Tactical Interoperable Communications Plan (TCIP)
9. Maui Region, Region, Tactical Interoperable Communications Plan (TCIP)
10. Hawai`i Region, Tactical Interoperable Communications Plan (TCIP)
11. O`ahu Region, Tactical Interoperable Communications Plan (TCIP)
12. State Regional, Tactical Interoperable Communications Plan (TCIP)