WELCOME TO FIRSTNET

Built for You, Inspired by You

FIRSTNET®
Built with AT&T

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Built for you.
Inspired by you.

Over 100 years in emergency response solutions.

First Responder Network Authority

February 2012

The First Responder Network Authority is authorized to develop and oversee the dedicated nationwide network for first responders.

March 2017

AT&T is awarded the contract to build and maintain FirstNet

FIRSTNET. Built with AT&T

March 2018

FirstNet completes the private core network buildout

December 2019

FirstNet hits 1M connections serving over 10,000 public safety agencies nationwide. As of October 2020, over 14K agencies, accounting for over 1.7M connections, are on FirstNet

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Today

As of October 2021, 18.5K+ agencies, accounting for 2.8M+ connections, are on FirstNet

With you, we are developing the tools that advance public safety.

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WHY FIRSTNET?

Built for Public Safety. Inspired by First Responders.

- ***No throttling*** for FirstNet subscribers anywhere in the country
- The only physically separate network core dedicated just to first responders & their ecosystem.
- Only US Carrier with comprehensive tower-to-core network encryption
- nationwide network with 24x7x365 **priority and preemption** for first responders
- FirstNet SatCOLT deployment in emergency & planned events
- Access to the coveted FirstNet Band 14 spectrum
- Prioritized access on ***all*** AT&T LTE bands
- Smartphone for Life Program
- Only carrier who is held accountable to the US government

**As of May 7, release*
**Based on AT&T analysis of Ookla® Speedtest Intelligence® data median download speeds for Q1 . Ookla trademarks used under license and reprinted with permission.*

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USER TYPES

PRIMARY EXAMPLES
- Fire
- Law Enforcement
- EMS
- PSAP
- EMA
- Others

EXTENDED PRIMARY EXAMPLES
- Healthcare
- Utilities
- Transportation
- Others

SUBSCRIBER PAID EXAMPLES
- Sworn Law Enforcement
- EMT’s
- Firefighters
- Nurses
- Physicians
- Utility Field Technicians
- Others

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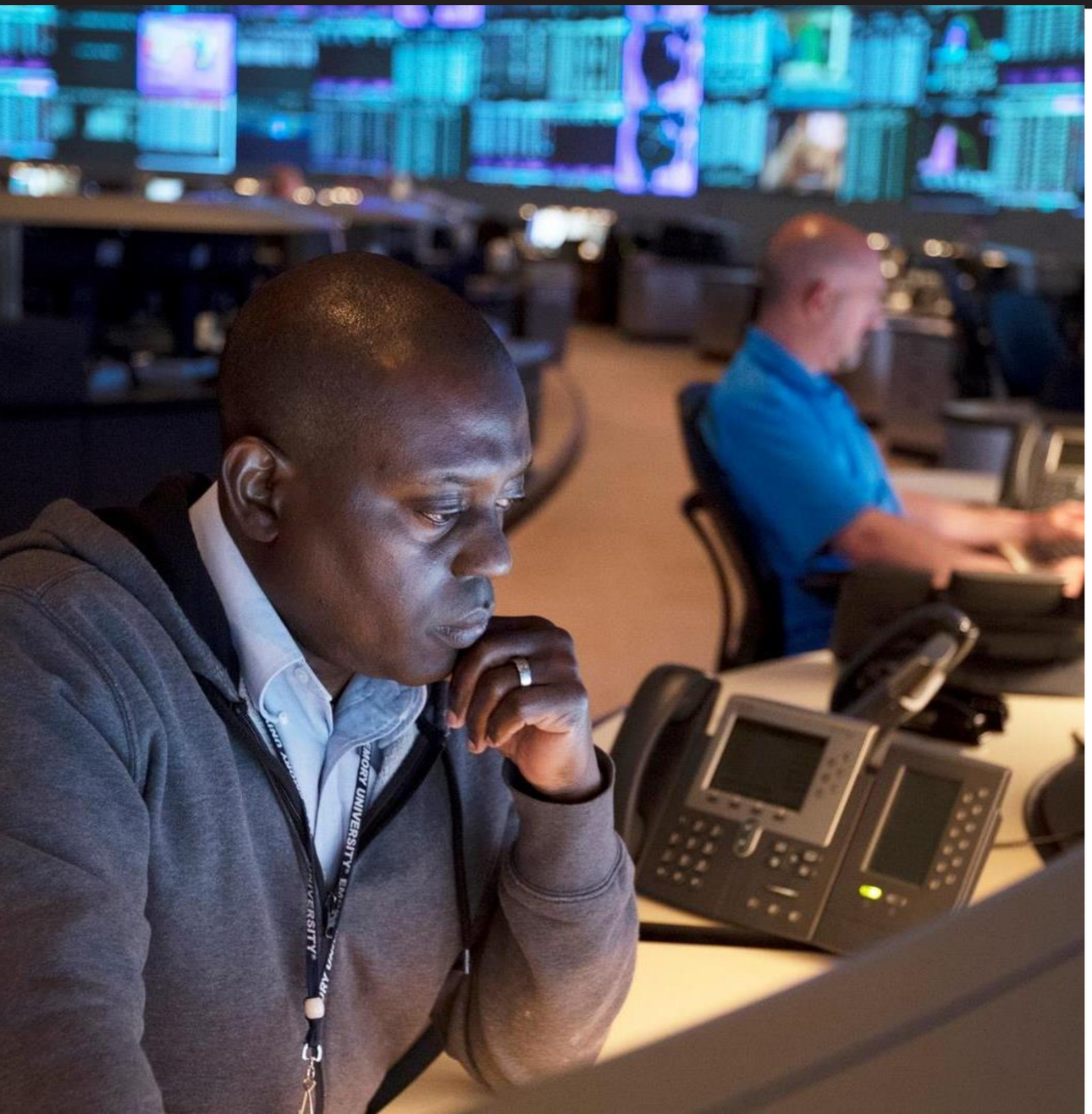
SECURITY



Cybersecurity

Multi-layered defense to help ensure a highly secure platform. Features a dedicated Security Operations Center enhanced with AT&T cybersecurity assets.

Identity, credential and access management (ICAM)

Single Sign-on capability across all FirstNet and agency applications

Secure

Available End-to-End Encryption

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Network expansion

Network Expansion

Now reaching **more than 2.81 million square miles** nationwide

Covering **more than 99%** of the U.S. population.

That's **50,000+ more square miles** than the largest commercial networks

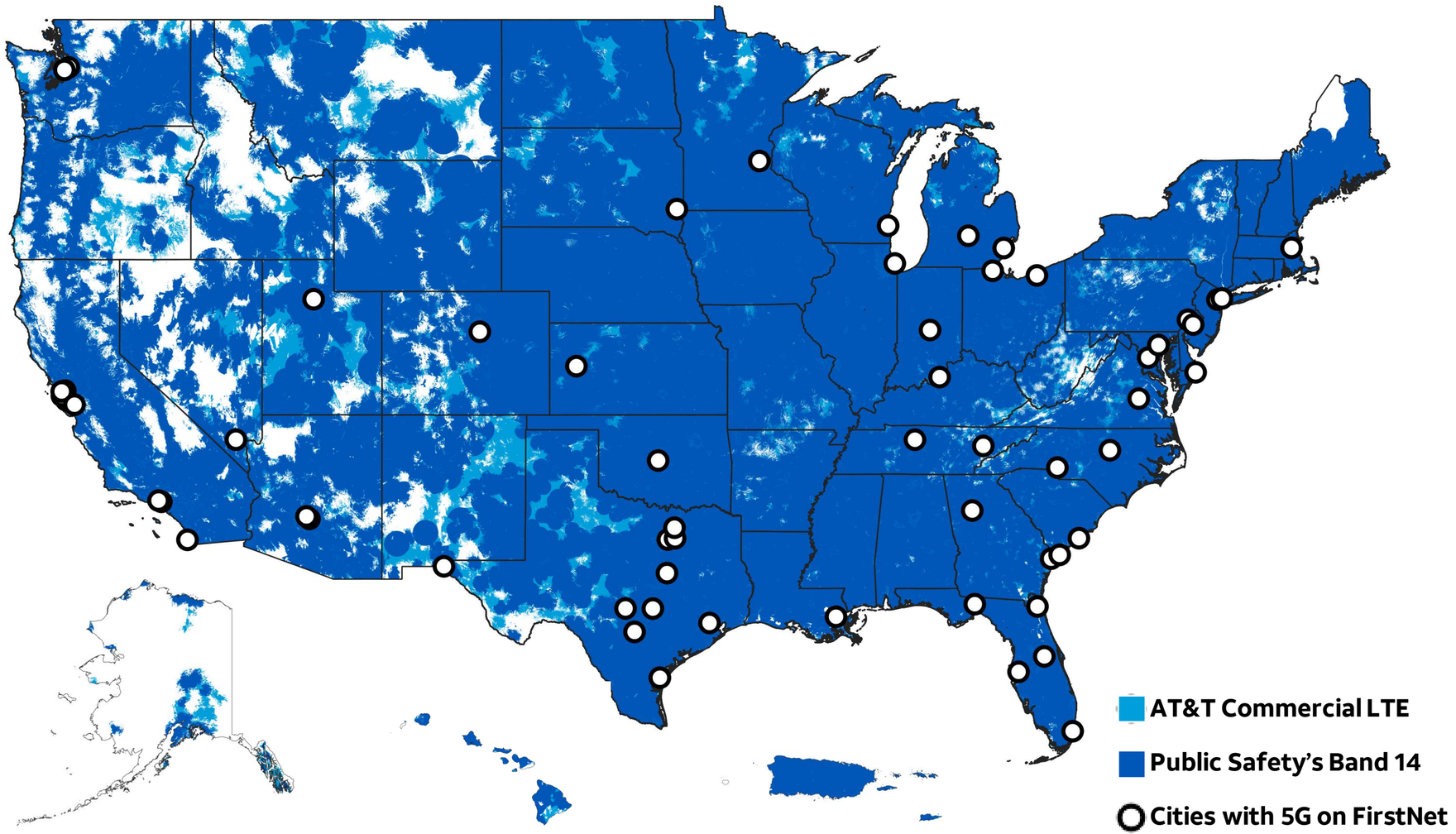
Band 14 deployed **nationwide**

Nearly 1,000 purpose-built FirstNet sites launched

5G on FirstNet

20 cities/areas with priority access on AT&T 5G spectrum

Access to AT&T 5G+ (mmWave) spectrum in parts of more than **40 cities**, **35 stadiums and venues** and **5+ airports**



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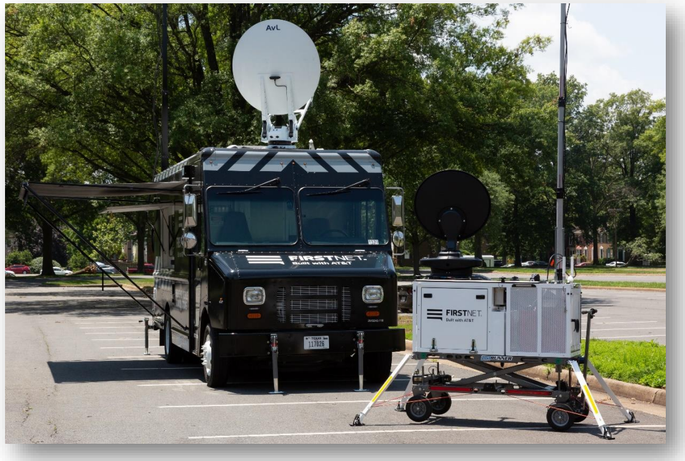
As of 2/22/2022

150+ Dedicated Deployables

FirstNet-dedicated deployables, such as Satellite Cells on Light Trucks, are mobile cell sites that link to FirstNet via satellite. They don't rely on commercial power availability. They provide first responders with connectivity. FirstNet SatCOLT assets:

- Can support **both planned** and **unplanned** events
- Are **Band 14 enabled**
- Provide **voice** (including Voice over IP, VoLTE), **data**, **messaging**, First Priority® (QPP)

In addition, the **FirstNet Response Operations Group** at AT&T, led by former first responders, will work with agencies to determine the appropriate asset – or resolution – based on the situation.



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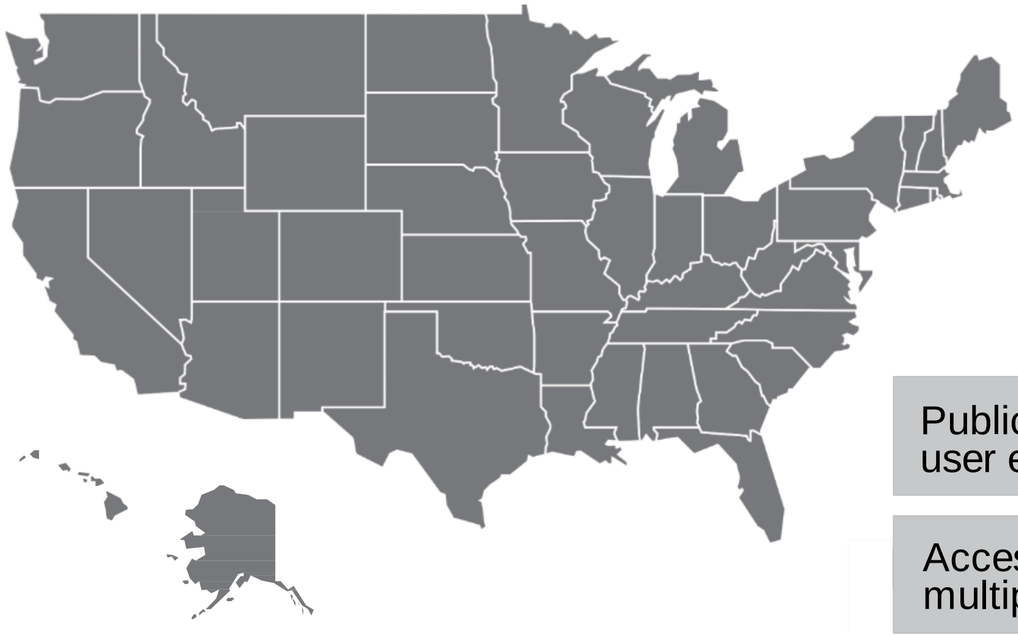
CUSTOMER SUPPORT

Dedicated, **U.S.-based, 24/7** technical support – always there when you need it.



Public safety centered user experience

Accessible via multiple platforms

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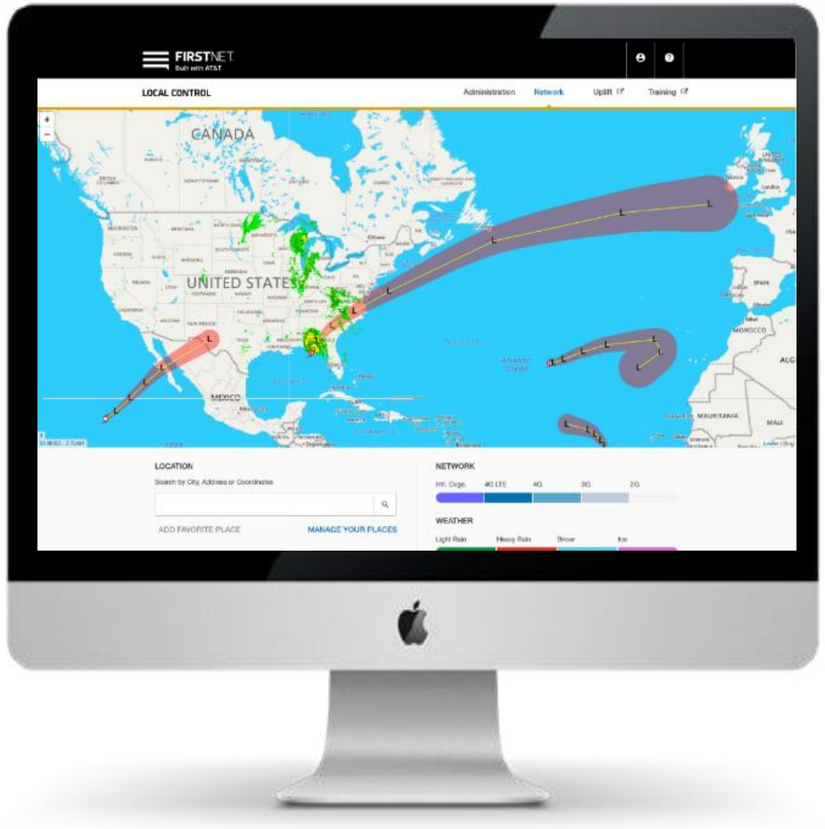
FIRSTNET CENTRAL



A centralized administrative hub designed to provide easy access to account information. FirstNet Central is the front page for FirstNet.

- Access FirstNet Central with Single-Sign On (SSO) – Federated SSO option
- View network status & usage
- Manage users & group access
- Manage Uplift, PTT Admin and Control Center
- Check service & billing
- Ability to peer with your Mobile Device Management (MDM)
- Quick access to FirstNet apps through the FirstNet App Ecosystem

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TRAINING

A flexible and comprehensive mix of on-demand, online and skilled leader-led training from implementation to adoption.

FLEXIBLE

On-demand

Skilled leader-led

Online

COMPREHENSIVE

STAGE 1: Implementation

- New member user guide
- Administrative user guide
- Migrating from AT&T mobility guide

STAGE 2: Adoption

- Account management
- Updates on offers, devices, and solutions
- Videos for continuing education
- Events and tradeshows

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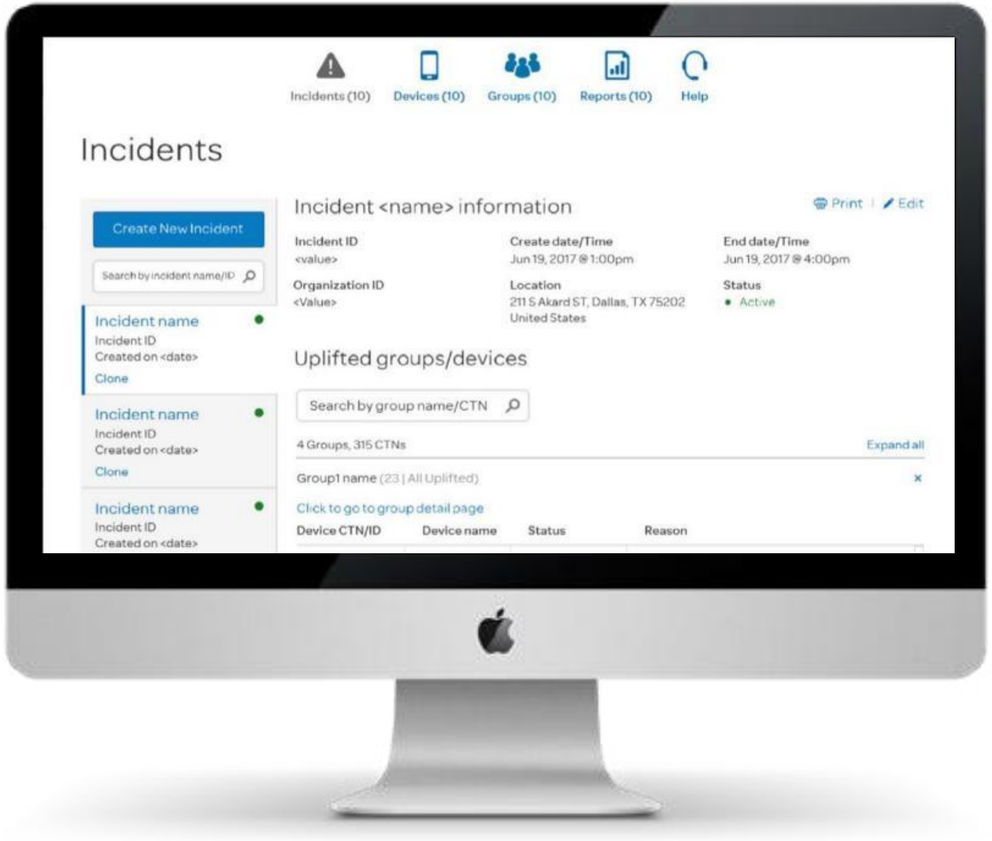
UPLIFT MANAGEMENT



Accessed through the FirstNet Central home page, the portal allows first responder agencies to uplift any First Priority® user, including extended primary, to the highest priority on the network.

Who Controls Uplift?

Each Public Safety agency can assign access to the persons in their organization who need it.

Who Can Be Uplifted?

Only users on the FirstNet core network have the appropriate network access to be uplifted.

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FIRSTNET CUSTOMER ONBOARDING PROGRAM

Dedicated FirstNet Project and implementation resources assigned to you that will provide an effortless transition to FirstNet including:

- Project Planning
- Resource Engagement
- On-time Solution Deployment
- Customer Account and System Education
- Review of FirstNet: functionality, solutions and dedicated support
- Billing Accuracy
- Transition to lifecycle management of your FirstNet Service

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SERVICE PLANS & DEVICES

Service Plan & Procurement

Accessible and competitive rate plans at or below existing commercial pricing.

Wireless Devices

Access to an increasingly expansive catalog of standard and rugged LTE devices with aggressive pricing.

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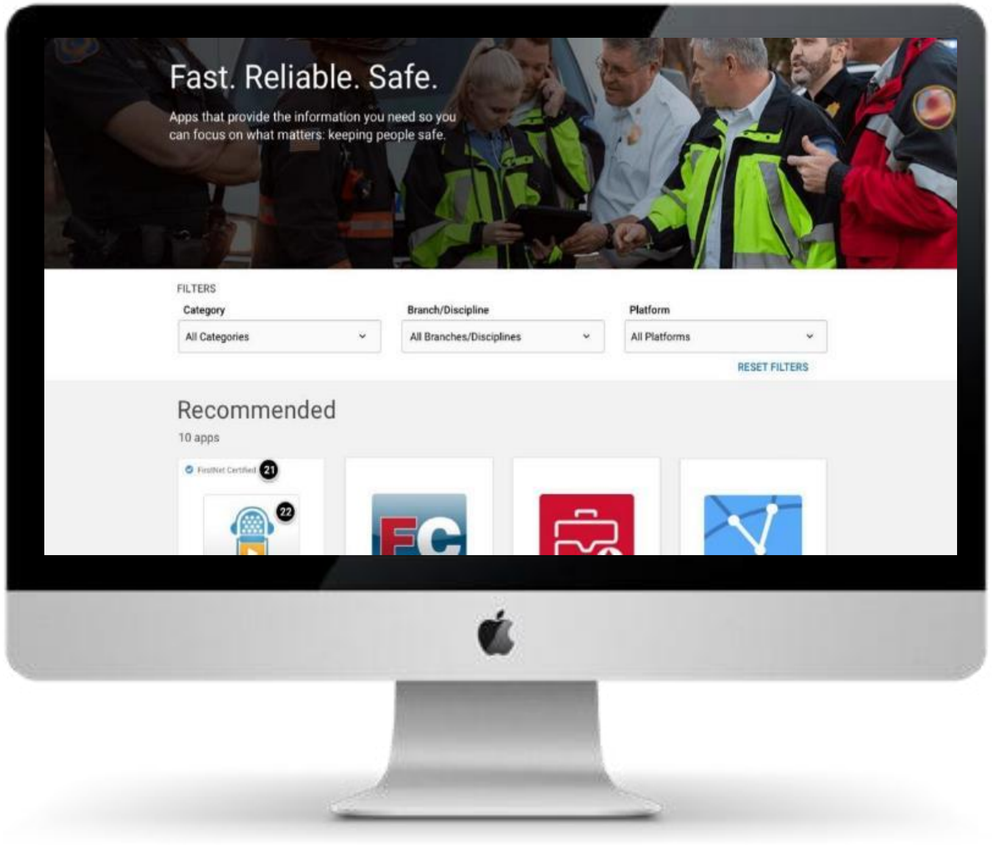
APPS & SOLUTIONS



Access innovative apps and solutions designed for first responders across a wide range of categories.

- Communications
- In-building mapping
- Video surveillance & body worn cameras
- Telemetry & telemedicine
- Record management

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FirstNet Push-to-Talk

High performance, highly secure PTT calling

- 1-to-1 and group calling, and texting
- Manage the service through FirstNet Local Control
- Advanced Encryption Standard (AES)-256-bit encryption

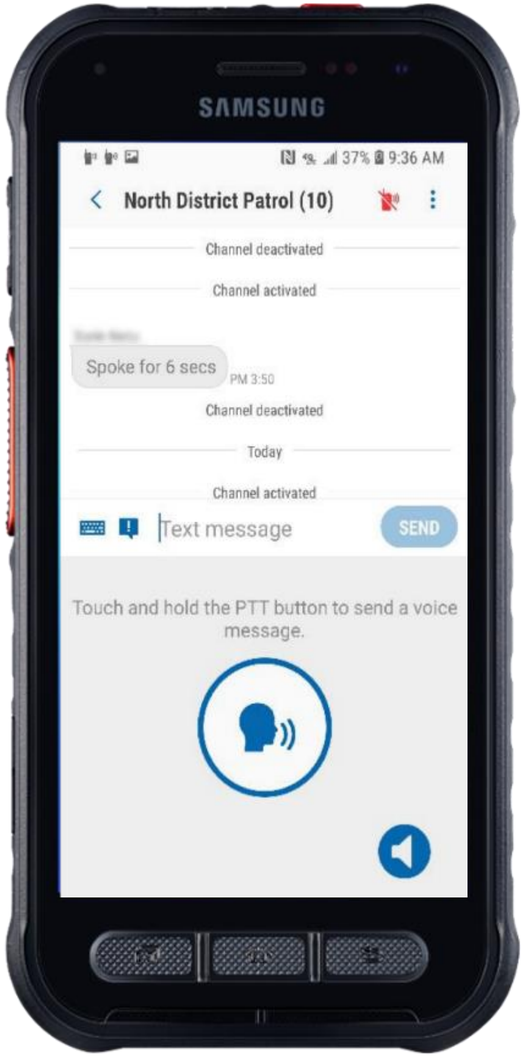
Expand where you work and who you work with

- Nationwide coverage: Extend beyond your existing LMR footprint
- Automated Mutual Aid: Send requests for resources to another agency and include them in your talkgroups
- LMR to LTE interoperability (coming soon): Improve productivity, free up LMR capacity and extend your coverage at a lower cost

Planned future services offer choice, innovation

- API access – the ability to integrate with smart cities and other IoT devices
- Direct Mode for off-network communication
- Dispatch application, for more effective resource management
- Situational awareness via voice, images and data

View supported devices at firstnet.com/devices.



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QUESTIONS?

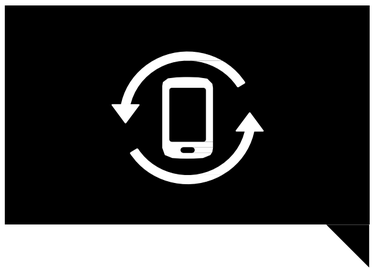
Security

Coverage

Devices

Control

Innovation



Agency Actions

The FirstNet community depends on agency administrators to monitor the privilege of access for their respective agency. They help preserve the advantages of the network for those who need it – when they need it most.

Complete FirstNet Agreement

- Affirms responsibility in ensuring the integrity of the network
- Initiates access to Local Control

Activate profile in FirstNet Central with password

- Access will be received via email

Verify and manage eligible individuals

- Continue to regularly manage ongoing eligibility through audits

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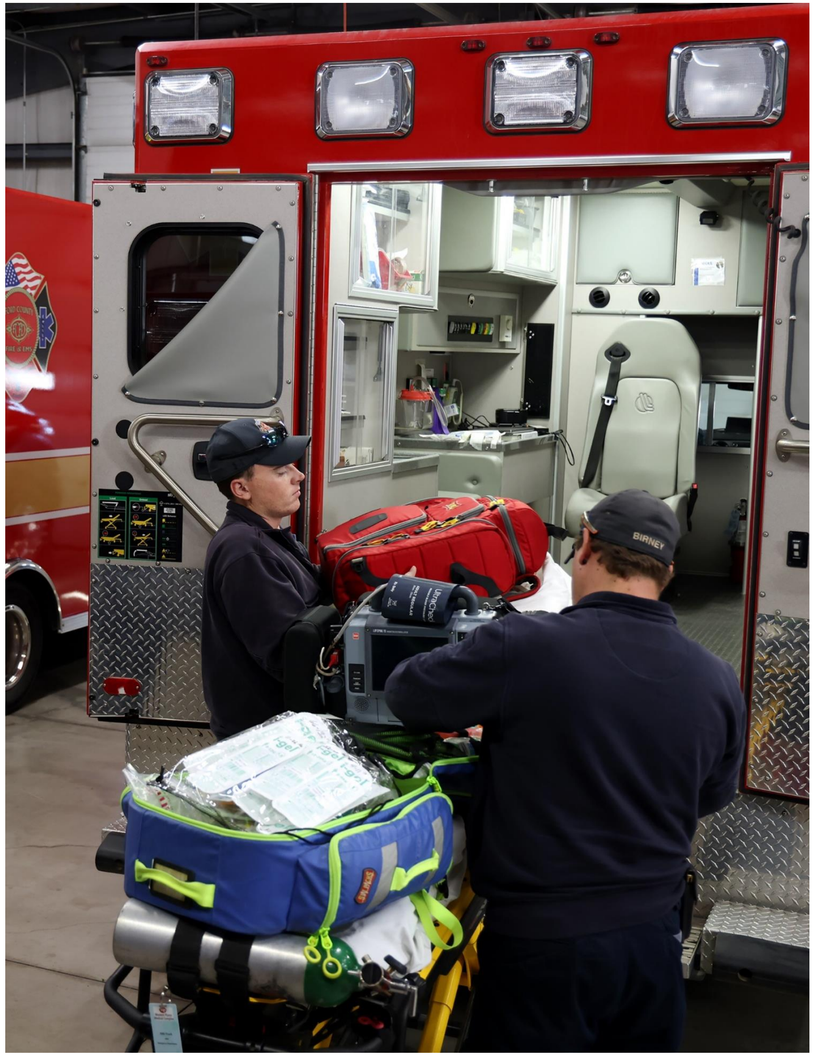
Subscriber Paid User Actions



Subscriber Paid Users receive all the advantages of FirstNet due to their primary status. Their eligiblity is confirmed and regularly audited by the agency's administrator to protect the privileges of the network. Each Subscriber Paid User must:

Set up a user profile in FirstNet Central

- Instructions sent in an eligibility email from the FirstNet Central administrator

Receive authorization code and link to FirstNet Central

- The authorization code sent via email is required in AT&T retail stores to prove the individual is authorized to become a Subscriber Paid User

Activate FirstNet service online or in an AT&T store

- One smartphone, feature phone or tablet per person can be migrated/activated
- The Subscriber Paid User has financial responsibility for the line and his/her eligibility is subject to agency audits

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