

# FIRSTNET IN ACTION

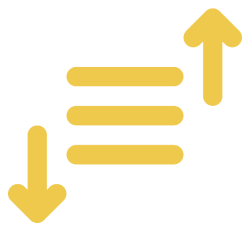
## Five Early Benefits of FirstNet

FirstNet is the only nationwide public safety communications platform dedicated to America's first responders. Being built with AT&T, in public-private partnership with the First Responder Network Authority, FirstNet is bringing public safety a much-needed technology upgrade to help them connect to the critical information they need — every day and in every emergency. Here are five key capabilities that first responders find most useful in their efforts to save lives and protect communities with FirstNet.



### Asset Tracking & Location Services

It's challenging to track responders in the field. With access to the **latest wireless location technologies** and an "always on" connection, FirstNet helps public safety agencies dispatch and track personnel, tools, and resources in real time — improving responder safety and enabling more efficient response.



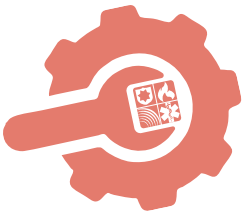
### Priority & Preemption

During an incident, commercial networks are often flooded with commercial traffic that can hamper emergency response and result in slow connections and failed calls. As a dedicated first responder network, FirstNet pushes public safety communications to the front, ensuring responders can communicate **every day and in every emergency**.



### Push-to-Talk

FirstNet devices support push-to-talk capabilities that enhance emergency communications. Subscribers can create and manage one-on-one or multiple talk groups and channels for specific personnel. The network is built to carry high-speed data, including images and video, which can be shared through these talk groups, **resulting in faster and more coordinated response**.



### Customer Care & Advocacy

Public safety must respond 24/7/365 — **and so does FirstNet**. Trained representatives are available to public safety subscribers at all times to provide technical, billing, or service support. The FirstNet Authority also engages with first responders to advocate for their network needs and enhancements.



### Secure Data Sharing

When sharing mission-critical or sensitive data, **security is paramount**. FirstNet is built with end-to-end encryption; offers identification and credentialing solutions; and provides 24/7/365 monitoring through a dedicated Security Operation Center that protects critical data, applications, and services running over the network.

#### Richmond, VA

"We heavily use mobile data in order to be more efficient in delivering information to responders and to retrieve information independently from the communications center. FirstNet allows us to have priority and preemption so it is available to us all the time."

— *Stephen Willoughby, Director and Chief of the Department of Emergency Communications, City of Richmond*

#### Brazos County, TX

"When you have one network to manage your team and share information with other agencies, we don't have a silo agency with all the information in one place. Instead, we have true interoperability and better communications to share information over a secure network."

— *Lieutenant Thomas Randall (Ret.) from Brazos County Sheriff's Office*

#### Brookfield, CT

"The Connecticut Incident Management team who we contacted to help us work with AT&T, said, 'Look, we know you guys are down on phones. We're going to make it happen.' And it was done within two hours. We got confirmation, got a quick lesson on [FirstNet devices], and we were good to go."

— *Andrew Ellis, Assistant Fire Chief, Brookfield Fire Department*