

Newsletter

August 2020

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Volume 4, Edition 8



Priority & Preemption: Connectivity when you need it

Priority and preemption is critical for first responders – and one of the main reasons they subscribe to FirstNet. Hear why. [WATCH VIDEO](#)

NBC Sports Chicago partners with FirstNet, Built with AT&T to honor Chicago's first responders

Throughout the Chicago area, countless first responders have poured their heart and soul into helping those in need during these tumultuous times. NBC Sports Chicago and FirstNet, Built with AT&T, want those individuals to be recognized for their selfless acts of courage. Now you have a chance to nominate a frontline hero and honor them with a once-in-a-lifetime surprise.

Chicago has prided itself as being the “City of Big Shoulders,” always there to support one another and to build each other back up in times of despair. When the global pandemic hit, Chicago, along with countless communities from coast-to-coast, dealt with one of the most challenging and

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Mission Driven Apps

The FirstNet App Catalog offers cutting-edge applications for public safety. Hear how these 911 officials are using the App Catalog now and to plan for communications in the future.

[WATCH VIDEO](#)

Expanding across New England to support public safety

Tens of thousands of first responders across New England are now subscribed to FirstNet, bringing them the prioritized connectivity, reliability, and accountability they trust to carry out their mission.

And we've deployed Band 14 spectrum – the nationwide, high-quality spectrum set aside by the U.S. government specifically for FirstNet – in areas across New England. This helps ensure first responders have as much coverage and capacity as possible, as well as a dedicated lane of connectivity whenever they need it.

Throughout the COVID-19

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OTHER NEWS

Expanding across New England to support public safety

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pandemic, FirstNet has been at the ready to support public safety across New England.

Major Medical Centers

FirstNet provided devices to **Yale New Haven Medical Centers, South Shore Hospital, the City of Boston, Boston Hope Field Hospital** and many other COVID-19 care facilities throughout New England.

In Bar Harbor Maine, we deployed a mobile satellite cell tower to **Mount Desert Island Hospital** to maintain emergency communications during the influx of COVID-19 patients.

“Serving an Island community is challenging, within the first few days of the COVID-19 lockdown, AT&T reached out to offer support. When we reported that our Emergency Department had poor to no cellular signal, the FirstNet team went into action. Within days we received a portable tower, repeaters and a superb cell signal in our Emergency Room,” said **Will Houston, Manager of IT Security at Mount Desert Island Hospital.**

Testing Facilities

At **Yale University in Connecticut**, FirstNet deployed a mobile satellite cell tower to help ensure reliable communication for a pop-up testing site and nearby medical centers during the crisis. The state governments of **Vermont and New Hampshire and the State of Rhode Island Emergency Management** activated hundreds of additional FirstNet Ready™ devices for their COVID-19 response.

During his COVID-19 press conference, New Hampshire Gov. Chris Sununu noted, “Our FirstNet mobile system and communication response system is allowing better connectivity with broadband and cellular service in those areas that typically had worse service.”

“The City of Chelsea had one of the largest concentrations of COVID-19



FirstNet stands ready to support response and recovery with a dedicated fleet of more than 76 deployable network assets, available at no additional charge.

cases in the Commonwealth of Massachusetts. We turned to FirstNet to provide connectivity at the Command Post at our COVID-19 quarantine shelter site,” said Steve Staffier, Director of City of Chelsea Emergency Management/Communications. “FirstNet was quick to deliver the devices I needed to connect my team.”

Additional Emergency Support

In Milton, N.H., the Milton Fire Department was able to locate the exact location of a forest fire in Pineland Park on March 31, during the height of the pandemic, using a Strafford County Sheriff’s drone on FirstNet.

“Utilizing the drone with FirstNet we were able to quickly and accurately pinpoint where the fire was and dispatch units to the appropriate locations to quickly bring the fire under control. This part of Milton has marginal coverage, but we were able to stream video to everyone who needed it without any issues,” said Captain Justin Bellen, Milton Fire Department.

“Strafford County Sheriff has been on FirstNet for over a year. Not only do they use it for the drone, but all of their phones, tablets, and laptops are on FirstNet, as well. We had multiple supervisors in the county on FirstNet devices watching the operation live while it was ongoing.”

In Brookline, Mass., police officers responded to a call in a building and lost radio communications. Dispatch was trying to update the officers with additional information, but due to their location, they were unable to communicate with dispatch or other responding units. A Sergeant arrived on the scene with his FirstNet device with push-to-talk and was able to communicate with dispatch using FirstNet and update the officers on the scene who could not communicate over the portable radios.

“It’s an easy application to learn and utilize. Our officers who are using FirstNet and push-to-talk have been giving me a lot of good feedback and they are pretty excited about it,” said Scott Wilder, Director of Technology

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MADISON COUNTY CENTRAL DISPATCH

Expanding across New England to support public safety

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for Brookline Police Department.

Mr. Wilder and Brookline PD have been using FirstNet since 2018 and he recalls the problems with network congestion, which occurred during the 2013 Boston Marathon bombing.

"That was tough, we had a lot of things going on and we lost our wireless, we had no cellular for a while," Wilder said. "If that happened today, we'd be able to communicate. Communications would not be interrupted."

In Ashland, Mass., a commuter train collided with an automobile causing a prolonged delay and hundreds of commuters to take to their cell phones. The police chief was unable to provide updates to the Town Manager over his cell phone due to network congestion. The next day, Ashland began the process to implement FirstNet devices. "We are happy we made the change to FirstNet," Susan Robie, executive assistant, Town of Ashland.

"The need for a single nationwide broadband network for public safety was exemplified during the 2013 Boston Marathon bombing and subsequent manhunt. I am proud to see AT&T and the FirstNet Authority are following through on their commitment to first responders in



"With thousands of subscribers across Massachusetts, FirstNet is providing first responders with a highly secure interoperable broadband network."

– Ed Davis, former Boston Police Commissioner.

Massachusetts," said **Ed Davis, former Boston Police Commissioner.**

"FirstNet has already deployed Band 14 in **over 280 cities and towns** in the Commonwealth. FirstNet has enabled **Boston Fire Department, Chelsea, Beverly** and many other agencies to use state of the art communications and enhance public safety. With thousands of subscribers across Massachusetts, FirstNet is providing first responders with a highly secure interoperable broadband network."

"In order to most effectively and efficiently serve the public and address public safety crises, first responders

need and deserve reliable coverage no matter where they are in New England. With FirstNet, that's exactly what they're getting," said **Patricia Jacobs, President, AT&T Northern Region.** "Our AT&T and FirstNet team here in New England will continue to work closely with state and local officials and agencies to continue expanding this unique public safety resource.

We couldn't be more pleased to support the public safety mission and bring our region's first responders – and residents – greater access to the connectivity they need."

First Responders & Individuals:

SWITCH TO FIRSTNET & SAVE \$200

Save \$200 when you buy a new FirstNet Ready™ smartphone with new activation of a FirstNet Mobile-Responder line on AT&T Installment*

*Ltd. time offer. Not avail. In MA. Req's purch. on 0% APR AT&T Installment (30-mo. at max \$66/mo.) agmt. Credits start w/in 3 bills. Avail. only to elig. first responders who activate a new smartphone line of service as a Subscriber Paid User on FirstNet Mobile- Responder plan w/ elig. voice & data svc. If svc cancelled, device balance due (up to \$1979.99). Tax on full retail price due at sale. Add'l fees & restr's apply. [**SEE DETAILS**](#)



NEWS FOR FIRSTNET USERS

What's new in the [FirstNet Central](#) portal

In July we launched the **FirstNet Notification Center** on FirstNet Central. The Notification Center tells you "What's New," including:

- **Release notes** summarizing new features;
- **Special Offers**, which includes all new special offers and promotions

Service Notifications include:

- **Planned Maintenance**, which includes non-network maintenance windows for all FirstNet customer facing or customer impacting service management platforms.

- **And Service Outages**, which includes outages for all FirstNet customer facing or customer impacting service management platforms.

The digital tools you need, more than ever

During this critical time, we are learning to navigate in different ways. As more and more people are working remotely, online resources have become a very important part of our daily routine. Learn how to manage your products and services with free courses that show you how to navigate the tools you need, including Uplift and FirstNet Central. [Register today](#) for our instructor-led training courses available to you and your colleagues.

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unforeseen moments in our nation's history. When these catastrophic moments in life occur, it is always the first responders who are there to lay down their lives, rise to the occasion, and provide those in need with the care and attention that is immediately required. Simply put, these individuals are heroes.

NBC Sports Chicago and FirstNet, Built with AT&T, AT&T FirstNet have partnered to recognize these Chicago frontline heroes and provide these courageous individuals with an "Authentic Fan"

surprise they will never forget. Throughout the month of August, NBC Sports Chicago will be taking submissions to nominate a frontline hero at NBCSportsChicago.com/Hero.

The online nomination form, which enables individuals to either nominate themselves or a deserving frontline worker of their choice, will ask for details on their nominee's COVID-19 hero's story, along with their nominee's favorite former/current Chicago athlete. Selected chosen nominees will be receiving a

special message of thanks for their heroism from their on-field, on-ice, or on-court hero. Entry deadline is Monday, August 31.

"NBC Sports Chicago is honored to partner with FirstNet, Built with AT&T, AT&T FirstNet to celebrate our local first responders fighting the COVID-19 pandemic," said Kevin Cross, Senior Vice President/General Manager.

"Together we're hoping to authentically surprise these Chicago heroes with a virtual visit from their personal Chicago sports heroes."

First Responder Agencies:

FREE SMARTPHONE FOR LIFE*

Available with a new activation or eligible upgrade on a 2-year service agreement or AT&T installment 30-month agreement.*

*Available only to First Responder Agencies, including Medical Emergency Departments, for their Agency Paid Users on FirstNet Mobile—Unlimited for Smartphone line. 2-year agreement: Upgrade your smartphone with a new eligible smartphone every two years at no additional cost for as long as your service plan is in effect and in good standing. Pay \$0.99 for eligible smartphone at purchase, credited back within 3 billing cycles. Upgrade requires new 2-year agreement. AT&T Installment 30-month agreement: Upgrade your smartphone with a new eligible smartphone every time you satisfy your current AT&T Installment agreement and sign a new one for no additional cost for as long as your service plan is in effect and in good standing. For both agreements, tax on full retail price due at sale. Activation and other fees, taxes, charges and restrictions apply. [SEE DETAILS](#)