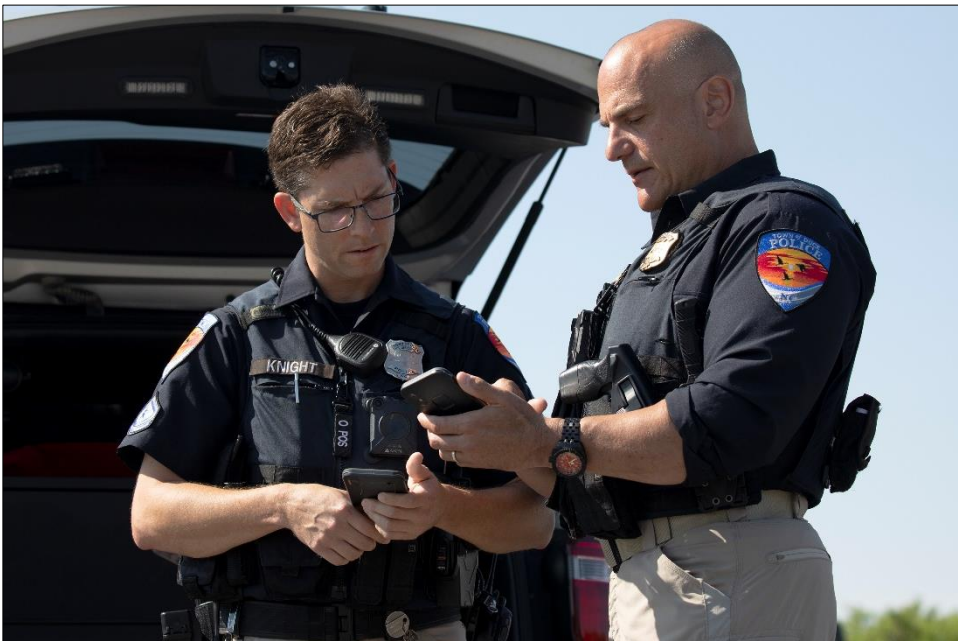


# Newsletter

May 2020

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Volume 4, Edition 5



## A Police Chiefs' Perspective

Police departments across the country are subscribing to FirstNet for the benefits in daily and emergency operations. Hear from police chiefs about how they're using FirstNet to keep themselves and their communities safe. [WATCH VIDEO](#)

## Reaching rural and remote parts of America

**By Jason Porter**

Senior Vice President,  
FirstNet Program at AT&T

FirstNet is built for all public safety. That means **every** first responder in the country – career or volunteer; federal, tribal, state or local; urban, suburban or rural. And reaching rural and remote parts of America is one of our top priorities. Using all AT&T LTE bands and Band 14 spectrum, FirstNet currently covers more than 2.61 million square miles. In 2019 alone, we added more than 120,000 square miles of LTE coverage, which is roughly the size of New Mexico. To put it simply, we've been



*(Continued on Page 3)*



## FirstNet Push-to-Talk service now available on more devices

The FirstNet Push-to-Talk (PTT) service is now available on the Samsung GS9/9+ and GS10/10+ smartphones. And users can download the app from Google Play. FirstNet PTT offers superior PTT call quality compared with other push-to-talk apps because its traffic receives the highest level of prioritization on the FirstNet network.

Developed from the ground up specifically with and for public safety, FirstNet PTT is the first-ever nationwide mission-critical standards-based push-to-talk solution to launch in the U.S. This followed comprehensive testing with public safety agencies across the country, including the Cranford

*(Continued on Page 5)*

# RURAL FOCUS: Hillsdale County Sheriff's Office

## Rural Michigan sheriff's office uses FirstNet to improve community response

Hillsdale County Sheriff's Office uses smart devices to increase field connectivity

Hillsdale County Sheriff's Office in rural Michigan serves a population of about 47,000 people across 600 square miles. Communication is central to its daily work of protecting the community – at headquarters or in the field.

With a staff of 24, including deputies and supervisors, the agency expressed a need for better technology to be more effective when responding to community requests. In an internal department survey, deputies cited smartphones as their most important tool.

Todd Moore, Operations Lieutenant for Hillsdale County Sheriff's Office, applied for a community grant to fund the technology requests. But when it was denied due to the high expense, he continued researching his options. That's when he heard about FirstNet, the dedicated broadband network built with and for public safety, when and where they need it.

Lt. Moore worked with FirstNet, Built with AT&T, to create a package to fit the department's operational needs. FirstNet equipped Hillsdale County deputies with Samsung devices, including Gear S3 wearables and Galaxy Smartphones.

"FirstNet is a great program that was cost-effective for a smaller agency," said Lt. Moore.

### New technology is critical

Having that reliable connectivity has made the biggest impact for the sheriff's office. Before FirstNet, deputies had to drive up to 30 minutes back to the office to make follow-up calls. The staff is much more efficient now that deputies can make calls on-scene or directly from their car using FirstNet. And they save countless hours and valuable resources, Lt. Moore said. FirstNet has also helped the agency make progress toward



"FirstNet is moving us into the next generation of law enforcement. It's a huge help for us and we're able to keep up with the times with dependable technology."

**Lt. Todd Moore,**  
Hillsdale County Sheriff's Office

other goals, such as "going paperless." Personnel do most of their reporting electronically now.



Having that reliable connectivity has made the biggest impact for the sheriff's office, Lt. Moore said.

"We use the smartphones as a staff camera to take crime scene photos and upload them into our report writing system," Lt. Moore said. "We also use them to scan documents, including booking sheets and written statement forms, allowing us to move closer to being a paperless agency."

### Officer safety

The network and new devices have helped strengthen officer safety, Lt. Moore said. The smartwatch wearables have a feature that allows

deputies to send an "SOS" notification with the push of a button. This way they can communicate with dispatch if they're in a compromising situation and need backup; or if they can't place a call or radio for assistance.

### Community engagement

Staying connected with the community is also a high priority for Hillsdale County.

The department created a mobile app that allows the public to receive department notices in real-time. And the public is able to make direct contact with staff members via email, through the app's "contact us" tab.

Lt. Moore said the department eliminated voicemail completely because calls now transfer automatically to the deputies' smartphones.

"FirstNet is moving us into the next generation of law enforcement," Lt. Moore said. "It's a huge help for us and we're able to keep up with the times with dependable technology."



# RURAL COVERAGE

## Reaching rural and remote parts of America

(Continued from Page 1)

busy giving you and the communities you serve access to the critical communications capabilities you need. But we aren't stopping there.

We're actively extending the nationwide reach of FirstNet to give agencies large and small the reliable, unthrottled connectivity and modern communications tools they need. To achieve this, our FirstNet network expansion is two-fold: rolling out Band 14 spectrum and launching purpose-built FirstNet sites. We're also driving innovation to help address the unique challenges facing first responders who serve rural, remote and tribal communities.

### Band 14 Spectrum

Band 14 is nationwide, high-quality spectrum set aside by the government specifically for FirstNet. And with Band 14 deployed in more than 700 markets<sup>1</sup>, we've **surpassed 80%** of our Band 14 nationwide coverage target – well ahead of schedule.

We look at Band 14 as public safety's VIP lane. In an emergency, this band – or lane – can be cleared and locked just for FirstNet subscribers. That means only those of you on FirstNet will be able to access Band 14 spectrum, further elevating their connected experience and emergency response. That's unique in the industry and something public safety won't get anywhere but on the FirstNet network.

Additionally, we're collaborating with rural network providers across the country to help build out additional LTE coverage and extend the FirstNet reach in rural and tribal communities.

For example, one rural provider is adding Band 14 spectrum and AT&T commercial LTE spectrum bands to hundreds of its cellular sites across rural Colorado and Nebraska, as well as select portions of South Dakota and Wyoming. Similar activities by other rural providers are also taking place in Alaska, Arizona, New Mexico,



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Wyoming and more to help us extend the reach of public safety's network.

### Purpose-Built FirstNet Sites

We also have over 1,000 new, purpose-built FirstNet sites planned as part of the initial nationwide FirstNet network expansion. And the majority of these are in rural areas. So far, we've **launched over 250 of these sites** across the country – including areas such as Lusk, Wyo.; Tilghman Island, Md.; Yamhill County, Ore.; Preston County, W.V.; Zerkel, Minn. and more. These sites were identified by state and public safety stakeholders as priority locations. With FirstNet, it's about where first responders need connectivity. That's what is driving our FirstNet build.

### Unique rural challenges

We also realize that emergencies don't know zip codes. That's why we're addressing rural coverage needs in multiple ways to deploy the network in places where coverage may be difficult. From the FirstNet fleet of 76 dedicated deployable network assets to the Rapid Deployment Kit, which can envelop first responders in a 300-

foot "connected bubble" – ideal for rural and remote emergency situations.

And unique to FirstNet, we're launching high-power user equipment (HPUE) solutions, like the FirstNet Ready™ Assured Wireless Corporation embedded IoT module and USB connected modem.

Following 3GPP standards, power class 1 HPUE solutions can transmit stronger signals. This means HPUE can significantly increase the coverage area for first responders serving rural, remote and tribal communities

### Connecting communities

It's with the ongoing network expansion that communities like Tulare County, Calif.; [Pennington County, S.D.](#); Village of Linden, Wis.; the [Oglala Sioux Tribe](#); and Mammoth Lakes, Calif. were able to modernize their communications and transform their emergency response.

To prepare for and meet the demand of caring for COVID-19 patients, **Tulare County** has set up a remote,

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# RURAL COVERAGE

## Driving innovation to address unique challenges in rural areas

(Continued from Page 3)

makeshift hospital at the Porterville Developmental Center. In a mutual-aid response effort, CalOES has loaned FirstNet Ready™ devices and service to local public safety and healthcare personnel. Additionally, the FirstNet team deployed a portable cell site from the dedicated FirstNet fleet to enhance coverage for public safety and healthcare workers in and around this critical healthcare facility. All at no additional charge, public safety agencies on FirstNet can request this temporary equipment for added emergency support.

"We are extremely grateful for the support from the FirstNet team at AT&T for providing additional network capacity for our remote, makeshift hospital at the Porterville Developmental Center in Tulare County," said Dennis Townsend, Tulare County Supervisor. "With this support, our first responders and healthcare personnel will have the priority connectivity they need, when they need it."

### Linden Police Department

Linden Police Department in rural Wisconsin turned to FirstNet to transform their first responders' communication with new capabilities and reliable access to critical information while in the field. With Band 14 in the area, the department is better able to serve those who live, work and visit Linden and Iowa County.

"FirstNet has far exceeded our expectations for rural connectivity in rural, hilly southwest Wisconsin. Cellular coverage for public safety has been an issue for years prior to FirstNet investing in our area's public safety needs," said Chief Alan Schrank, Linden Police Department. "FirstNet listened to our needs and concerns from the start of the Band 14 build out. Our agency switched to FirstNet to have a reliable connection, and FirstNet has far exceeded



We're driving innovation to help address the unique challenges facing first responders who serve rural, remote and tribal communities.

expectations in what was previously an area riddled with cellular service dead zones. It has also increased our officer safety by providing 4G LTE cellular coverage to keep me and my officers safe."

### Mammoth Lakes

Situated in California's Sierra Nevada mountains the Mammoth Lakes Fire Protection District recently turned to FirstNet to supplement its land-mobile radio coverage. This rural community is based in a wildfire-prone area, making large-scale inter-agency communications critical for their lifesaving missions.

Through FirstNet, Mammoth Lakes first responders have unthrottled connectivity to their network. And with push-to-talk capabilities, firefighters can communicate across smartphones and their traditional radios. Working hand-in-hand, sharing information and collaborating on the best possible solutions with the local public safety community has allowed us to jointly design and execute on a build that meets their operational needs today and into the future. That's something they didn't have before.

"Similar to other rural areas across the country, we've struggled with wireless connectivity. But with FirstNet, this is changing," said Chief Frank Frievalt, Mammoth Lakes Fire Protection District. "The FirstNet team listened to our needs as they continue to build new sites, add Band 14 to existing sites, and establish interoperable communications

to help us be better prepared for everyday emergencies and wildfire season. With FirstNet, we are experiencing reliable, unthrottled connectivity. We know FirstNet will be there, as public safety's network."

These are just a few examples of how we're bringing more reliable communications to rural communities across the country. Already covering over 99% of the U.S. population, FirstNet is the *only* nationwide, high-speed broadband communications platform dedicated to and purpose-built for America's first responders and the extended public safety community.

FirstNet is built with AT&T in public-private partnership with the First Responder Network Authority (FirstNet Authority) – an independent government agency.

As such, we have a responsibility unlike any other network provider. And unlike commercial offerings, FirstNet provides real, dedicated mobile broadband when needed with *always-on* priority and preemption for first responders.

To learn more about the FirstNet network, go to [FirstNet.com](https://www.firstnet.com).

And check out the FirstNet Authority's Fiscal Year [2019 annual report to Congress](#) to learn more about our ongoing work to deliver an unrivaled mobile broadband communications experience to the public safety community.

<sup>1</sup>Markets defined by FCC CMAs.



## OTHER NEWS

# FirstNet Push-to-talk service available on more devices

(Continued from Page 1)

Police Department in New Jersey.

“Reliable communication is critical. It must work. It must be there when we need it,” said Captain Guy Patterson of the Cranford Police Department. “And it must be crystal clear because we don’t have time to repeat ourselves or introduce room for errors in fast-changing situations or when lives are on the line. Our experience with FirstNet Push-to-Talk has been excellent. On more than one occasion, FirstNet PTT allowed us to effectively communicate when our traditional systems failed.”

FirstNet PTT allows public safety to use their smartphones, feature phones, and specialized ultra-rugged devices like they would use a two-way radio – with highly reliable, high-performance calling.

### Controlled introduction offer

The FirstNet controlled introduction will give customers a chance to better understand how FirstNet PTT can meet their team communications needs – even as we deliver other key solution elements that public safety requires. This includes broader device selection, LMR interoperability and downloadable Android and iOS client apps.

FirstNet users who sign up for FirstNet PTT during the controlled introductory offer period will get a full credit back on monthly service fees through August 31. And there is no limit on the number of customers who can take advantage of the offer, nor any pre-approvals required.

### New features

FirstNet PTT will also deliver new features that allow first responders to better react to changing events.

We’re building a broad ecosystem of devices, apps and accessories that will support FirstNet PTT and drive further innovation, choice and flexibility for public safety. The first device to launch



Currently available in a controlled-introduction, FirstNet PTT is designed to enable public safety to use their smartphones, feature phones, and specialized ultra-rugged devices like they would use a two-way radio.



The FirstNet controlled introduction will give customers a chance to better understand how FirstNet PTT can meet their team communications needs – even as we deliver key solution elements public safety requires.

was the Samsung Galaxy XCover FieldPro. This field-ready device is purpose-built, equipped with push-to-talk capability. And its highly secure features make it suitable for use by first responders across all public safety disciplines.

FirstNet Push-to-Talk Controlled Introductory Offer: The monthly recurring charge for each device subscribed to FirstNet Push-to-Talk is \$10/month. A promotional credit of \$10/month for each device subscribed will be applied for all customers through 8/31/2020. The promotional credit will be applied in the same month as the monthly recurring fee is incurred. Not eligible for

contract-based or other discounts. Requires an existing qualified FirstNet wireless voice plan. All prices exclude applicable taxes, fees, and surcharges. All applicable taxes, fees, and surcharges paid are non-refundable.

**GEN. WIRELESS SVC: Subject to applicable Business Agreement.** Services and devices are not for resale. **Deposit:** May apply per line. Credit approval, other fees and monthly coverage, other charges, coverage, usage and other restrictions apply. See [att.com/additionalcharges](http://att.com/additionalcharges) for details on fees and charges. **Promotion, terms and restrictions subject to change and may be modified or terminated at any time without notice.** Coverage and service not available everywhere. Service is subject to AT&T network management policies. See [att.com/broadbandinfo](http://att.com/broadbandinfo) for details.

## 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](#)

## 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](#)

