

# Newsletter

December 2018



## Shaping FirstNet – Together

FirstNet is up and growing, with more than 250,000 connections. And early adopters are helping to give it shape with feedback on how to improve the experience. Hear why two public safety officials think being early adopters is important. [WATCH VIDEO](#)

## Providing needed communications support in a crisis

We know reliable communication is crucial. Especially during times of disaster. And we are committed to providing those affected the connectivity they need.

As firefighters worked to battle California wildfires last month, FirstNet and the AT&T Network Disaster Recovery teams deployed 11 portable cell sites to support critical communications. In addition, the teams deployed network recovery equipment throughout the state to help with ongoing restoration efforts.

*(Continued on Page 4)*

## Fresno Search and Rescue



### A search and rescue use case

When Fresno Sheriff Margaret Mims decided her department needed to adopt FirstNet, she didn't realize the agency would be the first in California to sign up for the nationwide communications ecosystem. She just knew FirstNet was an important tool in helping keep the community safe. Find out why Sheriff Mims decided to make the move. [WATCH VIDEO](#)

## Operability is key for Fresno County Sheriff

**By Margaret Mims**  
Fresno County Sheriff

Fresno County has urban areas, a valley floor and high, rugged mountains. We have sworn personnel, a mounted posse, four-wheel drive, air squadron, mountaineer and canine volunteers.

We need to be able to communicate with them when they're in remote locations. They need to be able to talk to each other. And we need to be able



Sheriff Margaret Mims believes in early adoption

to communicate with other agencies involved. So, operability is critical when it comes to our search and  
*(Continued on Page 2)*

# Operability is key for Fresno County Sheriff

(Continued from Page 1)

rescue calls.

That's been a common theme in my nearly four decades in law enforcement when it comes to the after-action reports of major incidents. Almost every time, communication among agencies has been an issue.

When I heard about FirstNet, I thought, "Here's our opportunity to fix that problem." Once it's completely built out, there should be no reason public safety can't communicate among different agencies.

In 2015, we had a very large wildland fire. While firefighters battled this fire, we received a call about a lost hiker in a remote, mountainous part of Fresno County. Normally, we would use helicopters to get our team into the area and find the hiker. But there was too much smoke in the air for the helicopters to fly. So, our search and rescue team hiked three days just to get to the area where they would begin the search.

We searched for nine days, along with teams from other counties. Because of the fire, we couldn't get supplies to our team. They had to fend for themselves and live off the land. We found the missing hiker alive but injured. She had fallen. A helicopter had to find a path through the smoke to airlift her out. But we saved her life.

For this search, we used a Satellite COLT to enhance our communications. So, it puts my mind at ease to know that FirstNet will have 72 deployables dedicated solely to FirstNet subscribers.



During a recent search and rescue exercise, Fresno deputies used a Satellite Cell on Light Truck to enhance communications.

**My entire career has been about keeping people safe. Anytime we have a tool that can help me keep people safe, I'm going to be all in.**

**Margaret Mims**  
Fresno County Sheriff

The deployables will help us enhance communications in remote areas where there's little or no connectivity. They will help us with mobility in situations that can change quickly. For instance, if we have a command post that is close to a fire and we need to move, that portability is very important. That's where our search and rescue team needs stable communication the most. So, it's encouraging to know FirstNet and its deployable technology is now available to us.

This will enhance communication and make the vast area of Fresno County appear a little smaller for first responders doing their jobs. Fresno was the first California county to adopt FirstNet. I wasn't thinking about that when I made the decision.

To me, it was clear that adopting the best communication technology for my personnel was the right thing to do.

My entire career has been about keeping people safe. Anytime we have a tool that can help me keep people safe, I'm going to be all in.

*Margaret Mims is in her fourth term as Fresno County Sheriff. She was the first female deputy sheriff Sergeant to supervise field patrol units; the first female deputy sheriff to attain the rank of Lieutenant, Captain, Assistant Sheriff, and the first female elected to the office of Sheriff in the history of the Fresno County Sheriff's Office, established in 1856.*



**First responders – Buy a Samsung Galaxy S9, S9+ or Note 9 on AT&T Next® and get a \$100 BILL CREDIT when you activate it with an eligible FirstNet Mobile plan.\***

\*Ltd. time offer. Not avail. in Massachusetts. Select locations only. Avail. only to elig. employees and volunteers of qual. Primary User Public Safety Entities who activate as a new Subscriber Paid User. Must purch. new elig. Samsung smartphone on AT&T Next® or AT&T Next Every Year for new line w/ elig. voice & data svc (min. \$28.50/mo.). Credit w/in 4 bills. \$30 activation, add'l fees, taxes & other charges, limits & restr's apply. See offer details.

**Save today**





# An electrical engineer by trade, with a love for working with public safety at heart

**Editor's Note:** This article is part of an ongoing series of profiles on the people and faces behind the FirstNet Program at AT&T and what motivates them every day.

Brian Maholic is an electrical engineer by trade. At heart, he's a self-avowed technology buff with a love for working with public safety.

"I like understanding how things work – helping others understand it," Maholic says. "And FirstNet provides the perfect opportunity to do something that really makes a difference. It's such an exciting technology in general."

Maholic began dabbling in technology while he was still in high school in Tennessee. He held a variety of customer service and sales jobs – including at a technology company and an arcade – throughout his high school and college years.

He earned his bachelor's in electrical engineering, digital communication from the University of Tennessee in Knoxville in 2005. And he



### SPOTLIGHT PROFILE

## Brian Maholic

His days are usually long, busy and demanding. And supporting first responders has been Maholic's No. 1 priority in recent weeks.

spent the next 12 years working on communications technologies at companies in Tennessee, Georgia and Texas.

In April 2017, he joined the FirstNet Program at AT&T as a FirstNet Area Manager for the Southwestern U.S. In this role, he works to implement communications solutions for public safety.

"Really, my passion is public safety technology," he says. "Since hearing the word, FirstNet, I've been attracted to it – and that was long before AT&T was

"Our job is to do something that's never done before with a team that never existed – but with a huge company backing us.

**– Brian Maholic**  
Area Manager, FirstNet Program at AT&T

awarded the program."

### A typical day

Maholic's days are usually long, busy and demanding. But while a typical day for a sales guy might be closing a deal, supporting first responders has been Maholic's No. 1 priority in recent weeks. That's included making sure SatColts were in place as they battled wildfires in the southwest; and that they had access to the tools they needed to recover from

(Continued on Page 5)



## Essential tablet under \$1

Samsung Galaxy Tab A for \$.99 on 2-year agreement\*

\*Offer valid limited time only. Avail. to FirstNet Public Safety Entities for their Agency Paid Users. Req's qual. purch. w/elig. data svc (min. \$22.00/mo on FirstNet Mobile-Pooled plan) w/ a 2-year svc commitment. Activ./upgrade (\$45) and early termination (up to \$150) fees. Other charges & restr's apply. See details below.

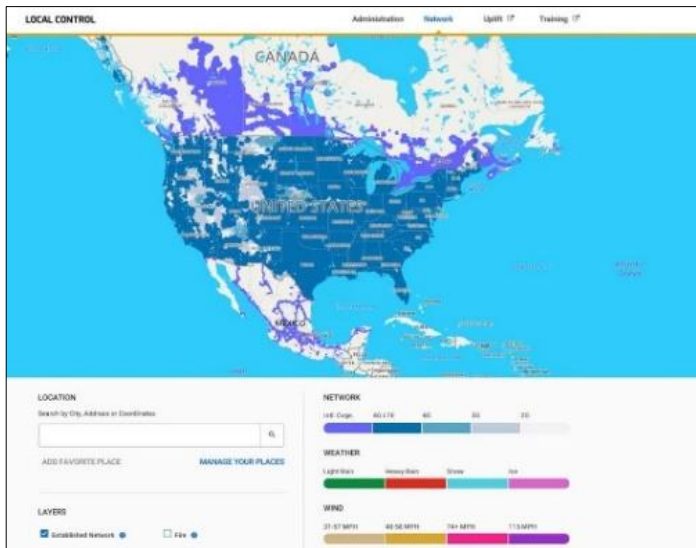
**SAMSUNG GALAXY TAB A OFFER:** Limited time only. Price subj. to change. Avail. to FirstNet Public Safety Entities for their Agency Paid Users w/ a qual. FirstNet svc agmt (Business Agmt). Must buy tablet via a new 2-year commitment w/elig. voice & data svc (min. \$22.00/mo on FirstNet Mobile-Pooled plan). Exclusions: May not be combinable w/credits, discounts & offers. Activ./Upgrade Fee: \$45. Early Termination Fee (att.com/equipmentETF): After 30 days, up to \$150. Restocking: If return w/ in 30 days, up to \$45 fee applies.

**GEN. WIRELESS SVC:** Subject to applicable Business Agmt. Svcs not for resale. Deposit: may be req'd per line. Credit approval, taxes, fees, monthly, overage, other charges, coverage, usage & other restr's apply. See att.com/additionalcharges for details on fees & charges. Pricing & terms subject to change & may be modified or terminated at any time without notice. Coverage and svc. not available everywhere. AT&T service is subject to AT&T network management policies. See att.com/broadbandinfo for details.



## OTHER NEWS

### New features for FirstNet users



#### Local Control

We have made our local Control Network status map alerts easier to read by using less technical jargon. At a glance, you will be able to see the issue, severity and general impact to FirstNet users.

You can subscribe to email for network alerts from Local Control.

#### New Domain

**Starting January 2019**, FirstNet subscribers sending or receiving SMS text and multimedia messages will begin doing so on the **firstnet-mail.com** domain rather than the att.net domain. This means users will be able to see that the messages they're getting are coming from other FirstNet users.

If you make a change to your account **on or after Dec. 12, 2018** – for example, a change in rate plan or a SIM swap – you will be migrated early to the firstnet-mail.com domain. FirstNet-mail.com is not a mission critical platform.

### Providing needed communications support in a crisis

*(Continued from Page 1)*

Our teams worked closely with the California Emergency Operations Center to quickly address the needs of the state and first responders working to contain the Camp Fire, Woosley Fire and Hill Fire. And they worked to restore connectivity to affected communities.

We deployed assets across Northern and Southern California to support public safety communications, including to:

- Paradise Police Department in Paradise, Calif.
- Adventist Hospital in Paradise, Calif.
- LA County Fire Department's Incident Command Center at Freedom Park in Camarillo, Calif.
- LA County Fire House 56 in Malibu, Calif.
- LA County Fire House 72 in Malibu, Calif.
- Ventura County Fire House 99 in Malibu, Calif.

The teams set up additional assets to support Incident Command Centers for public safety agencies coming in from surrounding areas. And they provided public safety agencies satellite boxes and Mi-Fi devices for additional support as needed.

In addition, the teams worked directly with FEMA to bring in-building communications to one of the agency's assistance centers in Chico, Calif. This allowed them to better assist those affected.

And FirstNet loaned FirstNet-enabled smartphones and FirstNet SIMs to non-FirstNet subscribers.

This helped additional public safety agencies get the connectivity and data resources they needed to communicate and coordinate their response.

## Join FirstNet. SAVE \$200.

Get a **\$200 credit** when you activate a new smartphone line with an elig. FirstNet Mobile plan.\*

[Learn more](#)

\*Limited time offer. Savings offer avail. only to elig. employees and volunteers of qual. first responder agencies who activate as a new Subscriber Paid User. Not avail. in Mass. Add'l restr's apply. Click Learn more to see offer details.



# An electrical engineer with a love for working with public safety

*(Continued from Page 3)*

flooding and hurricanes throughout this region. He wouldn't have it any other way.

"Your customer never sleeps," Maholic says. "And you have to be available for them when they need you. Our job is to do something that's never been done, with a team that never existed – but with a huge company backing us.

"There's strength in the redundancy and resiliency of what we're offering," he says. "FirstNet is transformational."

In addition, Maholic says he wants to

demonstrate to public safety that the relationship is a partnership. First responders fought for their own network. And now they can continue to be part of the process as it evolves over time.

## **Building relationships**

"You can't build a relationship in a time of crisis," Maholic says. "You have to work to build that. And it goes both ways. We're building relationships for the long term."

FirstNet is going to provide them a level of confidence that they don't

have today, he says. "And we're going to be solving some really hard problems, while minimizing costs to public safety."

Maholic also sees his role on FirstNet as an opportunity to have an impact on the next generation.

"My 7-year-old son asks what I do and I tell him we help the good guys keep our cities safe," says Maholic, who also has two daughters, 5 and 3.

"In 25 years, when they're in the workforce, maybe they'll go into this."