

Newsletter

June 2018

Verified first responders can now sign up for FirstNet service at 5,300+ locations nationwide

First responders who want to sign themselves up for FirstNet service can now do so at more than 5,300 [AT&T](#) retail stores across the country. This makes the groundbreaking technology locally available to first responders. Verified first responders also have the option to sign up online.

FirstNet is the country's first nationwide public safety communications platform dedicated to 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.

"FirstNet is public safety's network. It's giving them access to tools they've never had before – tools that can transform their emergency response," said Chris Sambar, senior vice president, AT&T – FirstNet. "And now, no matter where



To explore FirstNet service plans or devices, go to [FirstNet.com](#). Go to [att.com/firstrespondernews](#) to learn more about FirstNet.

they live or work, first responders can easily subscribe to their network. This means public safety nationwide will no longer be limited by outdated or unreliable communications capabilities."

Some EMS, fire and law enforcement agencies don't provide their personnel with wireless service plans or devices. So, the launch of FirstNet mobile plans for Subscriber Paid Users lets verified first responders sign up for service under a

personal account. This helps ensure first responders everywhere can access the power of FirstNet. Both career and volunteer first responders can qualify.

"According to the latest findings from the National Fire Protection Association, 70% of firefighters in the U.S. are volunteer," said Fire Chief Ron Oettel, Lititz, Penn. "That's more than 800,000 of us who are often the first to respond to emergencies – fires, medical crises and disasters, among others – in small and rural

communities across the country. Having the best tools possible is critical. And FirstNet just made it easier for us to have the best."

Regardless of whether they sign up as Subscriber Paid Users or become Agency Paid Users, all first responder users will have access to the same critical capabilities of FirstNet. Users can receive a FirstNet SIM card connecting them to the physically separate, dedicated FirstNet core.

"FirstNet is for every responder. Whether you are a career or volunteer member of the public safety community, FirstNet is your network," said FirstNet Authority CEO Mike Poth. "The launch of the Subscriber Paid offer shows that FirstNet is doing exactly what it's designed to do – support our first responders when and where they need it."

To explore FirstNet service plans or devices, go to [FirstNet.com](#).

Commercial shoot highlights benefits of FirstNet



Kelley Adley recently participated in a commercial shoot to highlight the benefits of FirstNet. [Check out the video.](#)

Quick and secure access to information, interoperability are key to helping first responders do their job, Adley says

Kelley Adley has revered first responders since he was 12. Like many boys his age, he used to race home after school to watch shows like “*Emergency*” and “*Adam 12*.” “They were my heroes,” says Adley, who grew up to become a police officer and a criminal investigator with the Dallas District Attorney’s office.

“After high school and during college, I would do ride-outs with different cities – Fort Worth and Irving, Texas. The more I rode, the more I loved it,” he says. “In junior college ... I focused on getting my 35-40 hours, so I could get into the police academy.”

In 1989, at 20 years old, Kelley landed a job with the Euless Police Department. And at 21, he went through the police academy and began his career in law enforcement.

Kelley spent six years with Euless Police before taking a job with Dallas Area Rapid Transit and later the Dallas District Attorney’s office, where one of the cases he worked was the Texas 7. In that case, seven inmates escaped from prison and killed an officer – one of Kelley’s former colleagues at DART – before police captured and brought them to trial.

“I had friends who lost their lives... just by virtue of being a police officer,” Kelley says. “So, if there’s any way that I can be a part of new technology that can help save lives... then I’m all in.”

Nearly three decades later, he’s still working to keep communities safe – as a member of the FirstNet Program at AT&T.



SPOTLIGHT PROFILE

Kelley Adley

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Information is the key

Kelley believes that quick and secure access to reliable information is one of the keys to helping first responders do their jobs. And that’s what he hopes to deliver with FirstNet.

Information to help in a child abduction. Information to help officers respond to an active shooter situation and to relay to the hospital on potential injuries. And information to help firefighters assess a situation.

“The quicker we can relay the information to first responders, the quicker they’re going to be able to help the public and themselves,” Kelley says. “Whether it’s a child abduction, active shooting, officer down, or firefighter down... We want that information instantly sent to a broad-based community.”

A child abduction is a prime example, he says. “Once you get that photograph of the child, you have to hit the entire region with that picture. And you’re sending different information to first responders than what you give to the public, so you want that information to be secure.”

Delivering interoperability

Another critical benefit of FirstNet, Kelley says, is interoperability. The 2016 shooting in downtown Dallas – in which a gunman opened fire, killing five officers and injuring nine others – crystallized for him the need for a network that delivers interoperability. Kelley was not working that day, but he had friends on the scene.

“You’ve got a peaceful march that Dallas PD is working, with Dallas Area Rapid Transit, a Dallas college and Dallas County Sheriff’s Department. These are mainly off-duty

officers making off-duty money,” he says. “But unfortunately for all these different agencies, they’re all on different radio networks. So now they have an interoperability problem...

“And that drives me to FirstNet...,” Kelley says. “We still live in a world where police in different agencies can’t talk to each other,” Kelley said. “And that’s not OK.”

The youngest victims

As a father with an 8-year-old son, Kelley says cases involving the youngest victims have always had a big impact on him. And that’s another reason he’s working to ensure first responders have the tools they need to do their jobs. “Two major child cases have stuck with me ... where it hurt me to be the first responder there,” Kelley says. “But I wouldn’t have had it any other way. Those are the cases that I never forget, that stick with me forever.”

Customers speak



Dwayne Kilgo
IT director, Sussex County, Delaware

Enhancing communications in Sussex County, Del.

Delaware’s rural Sussex County knows first-hand the difficulties of having unreliable connectivity and congested networks. Officials there recently adopted FirstNet for its connectivity and First Priority™ capabilities.

Here’s what the county’s IT director Dwayne Kilgo had to say: “I am happy to know that I have a good solid infrastructure that I can place calls and do my job on a daily basis.” [View the full clip.](#)

Connecting the Oglala Sioux Tribe, one of the largest in the country

The Oglala Sioux Tribe in South Dakota **announced June 13** it would join FirstNet.

“We’re very proud to lead U.S. tribal lands as a FirstNet early adopter,” Robert Ecoffey, Oglala Sioux Chief of Police, said in a [press release](#). “We have firsthand experience regarding the huge void that a lack of communication can mean during critical incidents. In 1999 a tornado hit the Oglala community. Many homes were destroyed, families were displaced, and there was a total lack of

communications among emergency personnel due to the severe damage. Moving to FirstNet enhances our ability to respond to the serious needs across the reservation for the protection of life and property on behalf of tribal members in the public.”

Orem, Utah, fire, police, EMS and utilities sign up for “much-needed upgrade”

The City of Orem, Utah, is giving its officers, firefighters, EMS personnel and utilities a much-needed technology upgrade with FirstNet.

“We’re proud to be early adopters of the FirstNet platform and to be among the first in the nation to have each of our fire, law enforcement, EMS and utilities all connected. The technology will transform how each organization communicates with each other for any day and any crisis,” City of Orem Mayor Richard Brunst said in [a press release](#). “It’s important that we give our first responders the very best technology to help ensure quicker response times as we serve Orem’s residents.”

Fresno County Sheriff’s Office says it wants “best technology possible”

The Fresno County Sheriff’s Office [announced](#) its adoption of FirstNet via a press release and press conference on June 8.

“We can’t predict when, where or what emergencies will happen,” Fresno County Sheriff Margaret Mims said in a press conference.

“But whether it be a wildfire, earthquake or man-made disaster, it’s important that our deputies are equipped with the best technology possible to create the best response possible. Moving to FirstNet puts us in the best position to do that. We chose to move to FirstNet as a proactive measure as it will allow us to deliver vital safety services to the public — today and well into the future.”

Your network is here

With the launch of the FirstNet Core in March, your network now has the only dedicated, physically separate network core for first responders. It offers First Priority™ — an always on, priority and preemption solution for reliable voice, text and data communications.

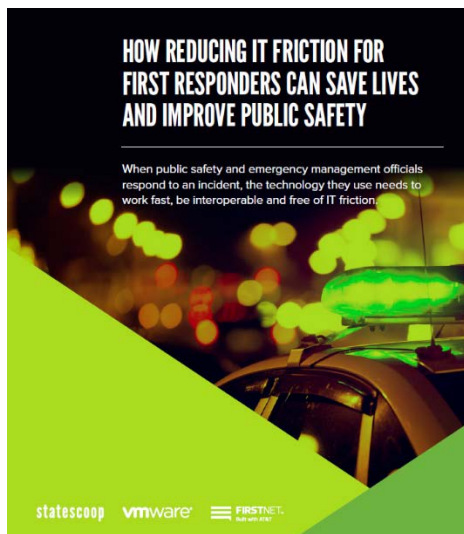
Thousands of agencies across 52 states and territories have joined FirstNet, and the number of subscribers continues to grow. Sonim, Apple, Netgear, and Samsung have released 20 new devices that support the FirstNet SIM and Band 14.

These new, purpose-built devices are just a fraction of what will be available for use on FirstNet.

Dedicated security operations staff continuously monitor and manage FirstNet, and public safety's sensitive communications will be routed through a nationwide, dedicated evolved packet core network with end-to-end encryption tools available. Subscribing agencies have significant visibility into their network status, and they can uplift the relative priority of subscribers across disciplines and agencies if a

catastrophic event causes network congestion. Things are clearly moving faster than most expected. So, you should seize this opportunity:

- Public safety app developers, get FirstNet Certified™ before the rest.
- Owners of public safety systems: build your Android, iOS and secure browser interface now.
- Development firms and standards organizations: share your APIs, tools and resources on the Dev Portal.



Reducing IT friction to help save lives

Airwatch, which powers VMware Workspace ONE, is now a FirstNet Certified™ mobile application. Airwatch can help you manage the devices, operating system and mobile use cases in your portfolio. State and local government public safety agencies rely on VMware's portfolio of mobility and cloud solutions to modernize infrastructure and transform operations.

VMware's solution represents a fundamental shift in the way that state and local government IT services are delivered and consumed. Based on a

software-defined architecture, it gives agencies:

- A simple and highly-secure way to manage devices, desktops, apps, and data Policy-based security and near real-time visibility into device behavior across locations
- Over-the-air delivery of mobile apps, policies, and updates
- A centralized, modern app catalog for first responders and personnel

Read how [reducing IT friction](#) for first responders can help save lives and improve public safety.

Introducing Sonim XP5s and XP8, both FirstNet Ready™

[Click here for details](#)

