

Newsletter

September 2018



Your security – our top priority

The FirstNet Security Operations Center is an integral part of FirstNet. It's staffed by cybersecurity professionals 24/7 because first responders work 24/7. At the security operations center, we are constantly monitoring your network, so your information is secure, and you can go about your job with peace of mind.

[WATCH VIDEO](#)

Your network – built with security at its core

The challenge of addressing the security needs of public safety organizations and their first responders was clear before the creation of FirstNet.

Piecemeal solutions built on commercial public networks have required agencies or their contractors to manage a complex set of security requirements. Recognizing these challenges, FirstNet has developed a comprehensive ecosystem solution that will continue to evolve to take advantage of new technologies and address emerging requirements.

[READ THE WHITE PAPER](#)

2,500 plus agencies now on FirstNet

More than 2,500 public safety agencies across the country have joined FirstNet -- nearly double the number of agencies since the last update in July.

The 2,500 agencies account for more than 150,000 FirstNet connections that are helping first responders nationwide transform their emergency response. Subscribers benefit from enhanced connectivity in remote locations, near real-time data sharing and improved situational awareness.

"Our crews have been battling a number of wildfires across the state of Oregon. And during each, FirstNet has proved its value as public safety's network platform," said [Tualatin Valley Fire and Rescue Chief Mike Duyck](#). "From boosting communications at base camp during our response to the Miles Fire to connecting our firefighters on the front line of the Ramsey Canyon Fire, we've been able to count on our

FirstNet service to elevate our ability to effectively and efficiently achieve our mission."

First responders battling a wildfire, treating patients at the scene of an accident or trying to apprehend an active shooter don't have time to worry about their network connection. They just need it to work. So, they can reliably communicate and coordinate their response. That's why FirstNet is here. First responders on

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Hacking for public safety

“It’s something that’s necessary...that’s going to help everybody.”

Creating an app for first responders is unlike any app that LaTonya Williams says she’s ever created.

“It’s not just for social media purposes. Or something that’s cool and neat. It’s something that’s necessary and that’s going to help everybody,” says Williams. She was one of 233 developers who gathered for the inaugural hackathon in San Francisco earlier this year to come up with fixes for first responder communication pain points.

On Oct. 19-20, developers, designers and entrepreneurs will once again come together to hack innovative solutions for public safety. This time, they’ll do it in downtown Chicago in the second such event sponsored by FirstNet, built with AT&T.

[Believe Chicago](#) is an AT&T-employee initiative to improve lives and lift 19 Chicago neighborhoods most affected by gun violence and high unemployment.

First Responder Input

Participants will partner with public safety experts and first responders to hear about real-life public safety challenges. And they’ll spend two days hacking solutions for those challenges. By hacking for public safety, developers can get involved in creating applications that may someday help to save lives.

A panel of judges will review the entries to determine the winners based on specific criteria. This includes



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– Cory Kane
Developer

scalability, usability, availability and privacy of the application.

“I’m happy there were first

responders here that I could actually use as subject matter experts,” said Williams. “I was able to ask them on my own: What type of app do you need? And why do you need it?”

Improving first responder communication is the goal of the hackathons.

“There’s a lot of hackathons to choose from and we’re pretty active in the space,” said Cory Kane, another developer at the San Francisco Hackathon. “But we chose this one because ... it makes a difference.”

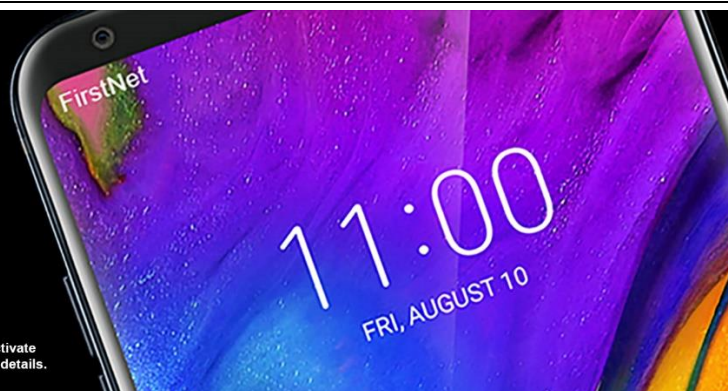
“It’s cool to make a difference in a corporation’s checkbook,” he added. “But it’s even more impactful to be able to say: This person is still alive, potentially because of an app that I made.”

Join FirstNet. SAVE \$200.

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

[Learn more](#)

*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.



Providing first responders a seamless customer experience is No. 1 priority for customer care director

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.

Words like *trust* and *urgency* carry a lot of weight with Jesus Melendez.

As former military – part of the U.S. Army's 82nd Airborne Infantry Division – trust was critical to completing a mission and keeping himself and others safe. Operating with a sense of urgency was standard operating procedure during his time in the service.

Today, he brings that same philosophy to his job as a call center director for FirstNet.

"If you don't trust your team members, your equipment, your training, it's going to be that much more difficult to accomplish the mission," says Jesus, who obtained his undergraduate degree from the University of Georgia while still in the military.

As a call center director, Melendez job is to ensure that when first responders call in, his specially trained team responds quickly and efficiently. He's one of several directors across the country working at a dedicated, U.S.-based, 24/7/365 customer care support center.

Melendez has served in various roles in his 18 years with AT&T. But the latest opportunity – to become a

SPOTLIGHT PROFILE

Jesus Melendez



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– Jesus Melendez
Customer Care
Center Director

member of the FirstNet team – reignited his passion.

"I literally had goosebumps when I got this job," he says. "It's an honor and a privilege to be a part of this team."

The FirstNet customer support teams comprise

employees with years of experience supporting public safety entities. They are dedicated to supporting first responders and those who support their vital efforts. And they receive continuous training to ensure they're up to date on the challenges that first responders face and the critical role that FirstNet plays in helping them help others.

"Having been in the military, where there was a sense of urgency, communication was critical," Melendez said. "I want first responders to know that that's what we're working towards – and that we understand their sense of urgency. We're not going to panic under duress."

"Our No. 1 priority is to make sure we provide good customer service to first responders," says Melendez. "My job is to oversee the strategies, nurture

relationships with other employees and teams dedicated to FirstNet and coordinate with our sales and retail folks to make sure we're all speaking the same language. So, when that call comes in, we're ready to take care of the customer."

While every call is important, the FirstNet team is working to support first responders protecting their communities.

Trust is Melendez's description for FirstNet.

"My hope is that they trust we will be there when they need us," said Melendez. "Trust in the folks on the other side on the line. Trust in the enormous experience we have handling public safety. Trust in the strong foundation of very skilled people from top to bottom. And trust that we're providing dedicated service specific to their needs."

More than 2,500 agencies are now on FirstNet

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FirstNet get access to:

- Affordable solutions without the concern of being throttled anywhere in the country.
- Always-on priority and preemption

across voice and data to stay connected despite network congestion.

- Increased coverage and capacity through the FirstNet Band 14 build, giving public safety greater access to the connectivity

they need, where they need it.

- Innovative applications and devices specifically vetted for public safety.
- Dedicated care 24/7/365 for additional support as needed.



FirstNet has been working across national, state and local agencies to keep emergency responders connected to the critical information you need to coordinate your response.

Watch Video

FirstNet delivers for agencies responding to Hurricane Florence

Hurricane Florence has been putting **your network** to the test.

FirstNet has been working across national, state and local agencies to keep emergency responders connected to the critical information you need to coordinate your response. And as the storm pushes on, we'll continue to stand by the men and women who put their lives on the line, day in and day out, to protect and support our communities.

Below are just a few examples of how you are making use of your network:

- In **Horry County, South Carolina**, FirstNet subscribers were able to add hotspots to their devices.

- The City of Whiteville in North Carolina, deployed a Satellite Cell on Light Truck (SatCOLT) to the Whiteville Fire Department staging area to aid emergency response efforts. Because the SatCOLT is Band 14 only, it boosts connectivity for first responders on FirstNet without interfering with the coverage and capacity they already have. The North Carolina State Highway Patrol helped coordinate the quickest and safest route to make this deployment happen.

"When everything was down, FirstNet was working," said Hal

Lowder, Director, Emergency Operations Center in Whiteville, N.C. "We use it for day-to-day operations. We use it for pushing data in our patrol cars. Our mobile data terminals use it."

- And a Cell on Wheels brought FirstNet connectivity to a **FEMA** staging location to support its response and recovery efforts as the agency assists those affected by the hurricane

Plus, FirstNet subscribers continue to receive unthrottled access to their network as they work to keep our communities safe.

Helping you achieve your mission is our top priority.