

# Newsletter

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## FirstNet expands across New Jersey to advance public safety communications capabilities

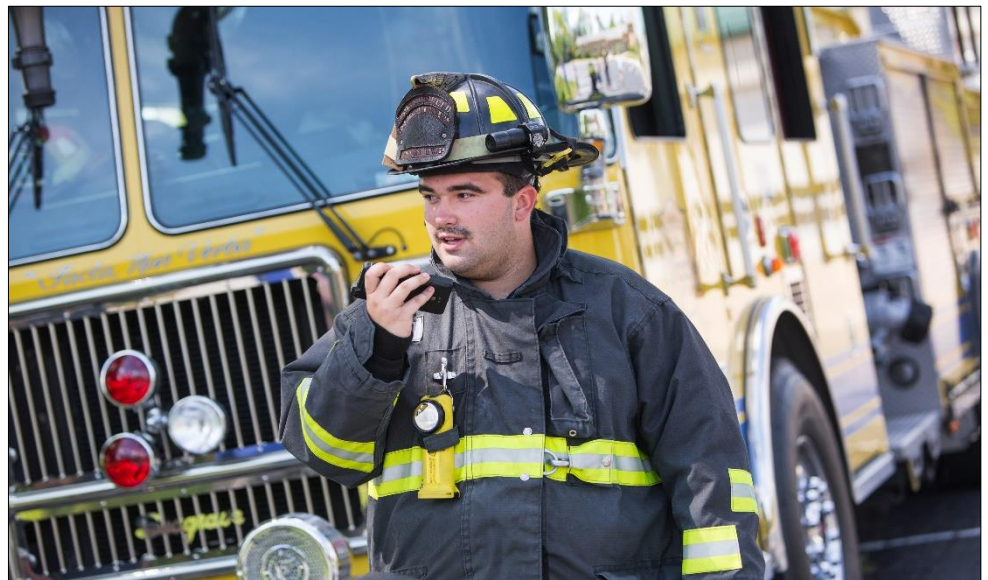
Public safety's network supports COVID-19 emergency response

New Jersey's first responders are getting a major boost in their wireless communications with the addition of new, purpose-built FirstNet cell sites and other network enhancements statewide. The new infrastructure is part of the FirstNet network expansion taking place across the state, bringing increased coverage, capacity and capabilities for public safety.

Six new FirstNet cell sites have launched in communities 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. The sites launched in:

- **Bergen County:** 2 new sites

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## Reliable connectivity for a national crisis

During the pandemic, Americans have been working from home, schooling children from home, and using record-setting bandwidth. One fire chief talks about how public safety's network has held up during COVID-19. [WATCH VIDEO](#)

## FirstNet helping Coroner's Office stay connected

By Danielle Noone

Madison County Coroner, Indiana



Reliable communication is very important when it comes to the coroner's office. We work a lot with dispatch and law enforcement. We need to get to the scenes quickly to preserve scene integrity. And we need to make sure we're getting everything we need. So it's really important for our response time because time is of the essence.

Before FirstNet, it was all phone calls. We would get a call from dispatch and find out what the situation was – the address, officer or medic on scene to call. And then I would get off the phone, call that medic or officer; get off the phone again and call whoever is on call for

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## FirstNet expands across New Jersey to advance public safety communications capabilities

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were turned on, including 1 in Lyndhurst that improves coverage around Delafield Avenue, River Road, Route 7 and Valley Brook Avenue. A 2nd site in Ramsey improves coverage around Erie Plaza.

- **Gloucester County:** A new site improves coverage around Delsea Drive and Route 55 in Franklinville.
- **Monmouth County:** This new site in Wall provides coverage around Campus Parkway and Highway 34.
- **Passaic County:** The new site in West Milford improves coverage around Burnt Meadow Road, Crescent Drive, Snake Den Road and surrounding areas.
- **Sussex County:** This new site in Sparta improves coverage around Newtown Sparta Road, Sparta Avenue, Andover Road and Sussex Mills Road.

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. It's built with AT&T\* in a public-private partnership with the First Responder Network Authority (FirstNet Authority) – an independent agency within the federal government.

That's why AT&T has a responsibility unlike any other network provider. And unlike commercial networks, FirstNet provides always-on priority and preemption for first responders. This helps ensure New Jersey's first responders connect to the critical information they need – every day and in every emergency. Plus, it's giving first responders unthrottled access to the nation's fastest overall network experience.<sup>1</sup>

We're actively extending the reach of FirstNet to give agencies large and small the reliable, unthrottled



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connectivity and modern communications tools they need. In addition to the purpose-built sites, the FirstNet build has already brought New Jersey's first responders:

- **Public safety-specific advanced capabilities** – FirstNet is the only nationwide platform that gives first responders entire communication ecosystem of unique benefits including mission-centric devices, certified applications and *always-on*, 24-hours-a-day priority and preemption across voice and data.
- **Unparalleled emergency support** – State and local agencies on FirstNet in New Jersey also have 24/7 access to a nationwide fleet of 76 land-based and airborne deployable network assets. These portable cell sites can either be deployed for planned events or in emergencies at no additional charge. The FirstNet Response Operations Group – led by former first responders – guides the deployment of the FirstNet deployable assets based on the needs of public safety.
- **Free smartphones for life for public safety agencies** – We've expanded the benefits of FirstNet for state and local agencies across

New Jersey – spanning law enforcement, fire, EMS, healthcare, hospital emergency departments, emergency management and 911 operations. Now, they can stay up-to-date with free smartphones for life at no additional cost on their FirstNet Mobile—Unlimited plans.<sup>2</sup> This means first responders across agencies of all sizes will have affordable access to their network for decades to come.

“New Jersey's first responders deserve fast, reliable and dedicated coverage across the state to help them effectively and efficiently address incidents. And with FirstNet, that's exactly what they're getting,” said Charlene Brown, president, AT&T New Jersey.

“We couldn't be more pleased to support the public safety mission and bring the state's first responders – and residents – greater access to the connectivity they need. Working with public safety we've made FirstNet nimble, adaptable and ready to scale for even the most severe situations.” The COVID-19 health crisis illustrates precisely why public safety fought for the creation of FirstNet. Where public

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# NEW CELL SITE BUILDS

## Network expansion continues with new cell site builds

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safety goes, we go. FirstNet has answered the call for tornadoes, hurricanes, wildfires, floods and other natural disasters. But with COVID-19, it is like experiencing a perpetual emergency in every community across the country. Public safety's network is being tested in a completely new way, and it's hitting the mark. "FirstNet is a dedicated broadband platform for public safety, by public safety," said FirstNet Authority CEO Edward Parkinson. "We worked hand-in-hand with New Jersey's public safety community to understand their needs for the network. And these network enhancements are a prime example of how that input and feedback is becoming reality. We look forward to supporting New Jersey's first responders' use of FirstNet to help them save lives and protect communities."

In addition to further elevating public safety's connected experience in support of their emergency response, this new infrastructure will also help improve the overall coverage experience for AT&T wireless customers in the

area. These sites were constructed with Band 14 spectrum, as well as AT&T commercial spectrum. Band 14 is nationwide, high quality spectrum set aside by the government specifically for FirstNet. Residents, visitors and businesses can take advantage of the AT&T spectrum bands, as well as Band 14 when additional capacity is available.

For more about the value FirstNet is bringing to public safety, check out [FirstNet.com](http://FirstNet.com).

1 Based on AT&T analysis of Ookla® Speedtest Intelligence® data median download speeds for Q2 2020. Ookla trademarks used under license and reprinted with permission.

2 Available only to FirstNet first responder public safety entities for Primary Agency Paid User lines of service. Requires a new FirstNet Mobile - Unlimited for Smartphone line or eligible upgrade on a two-year service agreement or AT&T installment 30-month agreement. For two-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 \$.99 for eligible smartphone at purchase, credited back within three billing cycles. Upgrade requires new two-year agreement. For 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 plans, tax on full discount price (two-year agreement) or full retail price (AT&T Installment agreement) due at sale. Activation and other fees, taxes, charges and restrictions apply. See [firstnet.com/agencyoffers](http://firstnet.com/agencyoffers) for offer 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](#)



## Helping Madison County Coroner's Office stay connected

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the coroner's office that day and dispatch them to that location.

Now, I get the call from dispatch and either shoot a text or call my deputy and let them know. But I don't have to text them the address, I don't have to text them the details. They can get right on their Sonim phone and know all the details and mark en route.

### Keeping teams connected

FirstNet also has really helped improve our communication with each other.

I could be on a scene or one of my deputies can be on a scene. And we could have a question or need another investigator to take a look. We can use the resources on our phones to send a picture or a video. That's in real life, like they're right there with us.

There's an application available to us that lets us share video and photos. Sometimes depending on where the evidence is, it's helpful to have a second opinion.

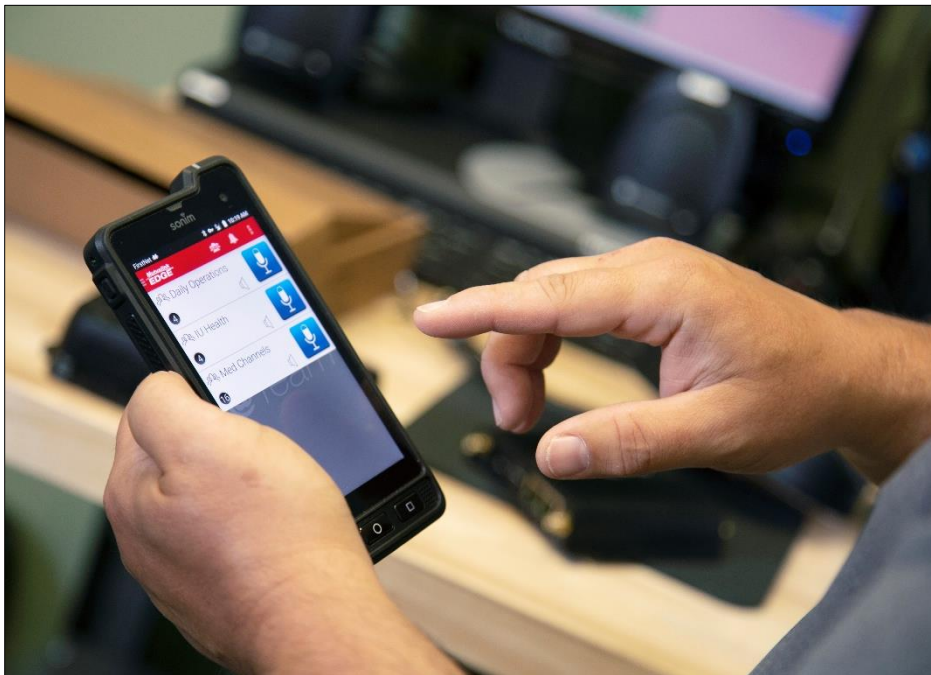
I was recently on an investigation where there was rather large equipment and power tools that I'm just not knowledgeable on. I was able to use FirstNet to share video with one of my deputies who was off scene. He helped walk me through some things – such as gathering serial numbers and where to find the serial numbers. It was very helpful in completing our investigation.

So prior to FirstNet, I still could have called one of my deputies, but I would not have been able to share the information or the video with them.

### Communicating in a pandemic

Our communications in the Madison County Coroner's Office have changed dramatically during this pandemic. We are more in tune with all of the county now. We are part of the COVID task force and we've been working hand-in-hand with the Madison County Health Department.

Dispatch has been asking certain questions that help triage a lot of these patients. For example, was the person running fever, coughing, have



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**Danielle Noone**  
Madison County Coroner

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shortness of breath or possible exposure. That's helped us determine if we needed to go to the scene for a death investigation. And do we need to bring COVID tests so we can obtain samples without having to go back a day later.

FirstNet has really helped improve our communication with people who are at the scene. We're able to see if things are changing. We can see who is at the scene already. Sometimes we have to call in Child Protective Services and victims' advocates. So, using FirstNet – and the apps in the FirstNet catalog – we are able to see

all of that because it's all documented within the call. It's very helpful – and especially when we go back to do our reports and can see the exact timeline of everything.

### Available 24/7

The coroner's office chose to put FirstNet on our personal cell phones, too, because we work 24/7. I always have to be available. But I'm not always carrying my work phone. Having FirstNet on my personal cell phone has made me available to dispatch at all times.

We decided to do that because, even though we are the last responders in almost every case, we are still considered first responders because we need to be called out in emergency situations.

Bottom line, FirstNet has made the coroner's office job easier. Communication is key – whether it's with people at dispatch, people at the scene, or people we need to get there to complete our death investigation in a timely manner.

*Danielle Noone is the Madison County Coroner in Madison County, Indiana.*

# NEWS FOR FIRSTNET USERS

## Cybersecurity Aware App

The FirstNet Cybersecurity Aware app, now FirstNet Certified and in the FirstNet App Catalog, is the place for first responders to learn how to protect themselves and their agencies from phishing emails, malicious links and other cyberscams. The app contains an in-depth training video series given by cybersecurity analysts, an animated video series depicting cybercrime scenarios in public safety situations and a brand new video series on COVID-19 related scams. [Contact us.](#)

## The digital tools you need now, 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.



## Preparing for The Next Storm

Hurricane season is upon us. And we're ready to support you with the communications tools you need to help protect communities. [WATCH VIDEO](#)

## Agency admins save time, order your devices online

Get your quote online for routers, laptops and other specialized equipment and accessories designed to support first responders and teams in the field. Log in with your FirstNet

credentials, select your products and submit your quote request. We'll process it and you will get a quote from a trusted third-party fulfillment center, which will also fulfill your order if you choose to buy. [Click here to order now.](#)

## 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](#)

