Get started with FirstNet®: Frequently asked questions

What is a FirstNet Ready device?

Devices labeled **FirstNet Ready™** support FirstNet and Band 14 out of the box. All you need to do is insert your pre-activated FirstNet SIM and you're ready to go. A FirstNet Ready device supports First Priority™ and Band 14. It also configures access options and device settings for you when you install a FirstNet SIM. See our list of FirstNet Ready devices.

How do I know if I have a FirstNet Ready device?

If you already have a device and aren't sure if it's FirstNet Ready, check our list of FirstNet Ready devices.

To check if a device is FirstNet Ready:

1. Verify the model number.
   - For an Apple® iOS® device, tap **Settings**, tap **General**, and then tap **Regulatory**. The model number appears at top of screen. (Example: A1920)
   - For an Android® device, tap **Settings**, tap **System**, and then tap **About device.** The model number appears. (Example: SM-G920P)

2. Go to firstnet.com/devices, select your device name and check to see if the model number listed on the website matches the model number on your device.
   - If the model numbers match, your device is FirstNet Ready.
   - If model numbers don't match, your device is not FirstNet Ready.

What is Band 14?

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Band 14 is one of the AT&T Spectrum Bands on which the FirstNet core network operates. Band 14 represents 20MHz of 700MHz spectrum. It provides good coverage in urban and rural areas as well as effective penetration into buildings.

What if my device isn't FirstNet Ready?

If you're device isn't FirstNet Ready, it doesn't support key FirstNet requirements, such as access to Band 14. With a device that isn't FirstNet Ready, you will not have the full advantages of FirstNet in times of emergency. We encourage you to upgrade to a FirstNet Ready device.

How do I get a FirstNet Ready device?

You can buy a FirstNet Ready device from your local AT&T retail store, online at Local Control, or by contacting your FirstNet sales representative. If you already have a device and aren't sure if it's FirstNet Ready, check our list of FirstNet Ready devices. For information, see our FirstNet Ready device offers.

Can I trade in my old device?

Yes. The AT&T Trade-in Program allows you to turn in your old devices that you no longer need. You'll need to answer a few questions about your device for AT&T to determine the value of your device. Visit the AT&T Trade-in Program webpage for more information.

Can I use a device from a provider other than AT&T on FirstNet?

No. FirstNet Ready devices are required for FirstNet customers. Only AT&T certified devices that are FirstNet Ready are allowed. See our list of FirstNet Ready devices.

What are the benefits of FirstNet?

FirstNet is the only exclusive communications system built for first responders. It provides access to the information and communication features you need, when you need them most.

Benefits include:

- Reliable, interoperable, high-speed LTE network core dedicated to public safety communications. The network connects law enforcement, fire services, emergency medical services, and other first-responder organizations.
- Priority and preemption with First Priority®. This gives first responders first-in-line access during network congestion.
- No speed limits on voice, text, or data.
- Available end-to-end security. Features redundancy, dedicated support, and highly secure, reliable applications for first responders.
- Uplift incident management.
- Deployables, such as satellite cell trucks, for increased capacity. These are dedicated exclusively for public safety use during both planned activities and disaster recovery.
- Local control and visibility over network status, user and device management, device activation, billing, and application management.

- Public safety ecosystem to manage full array of Internet-connected devices, from vehicles to mobile apps. Includes real-time network intel and diagnostics, automation, security, alerts, performance monitoring, and cost management.

What are the benefits of using a FirstNet Ready device?

When you use a FirstNet Ready device with a FirstNet SIM, you get all the benefits of FirstNet including First Priority and Band 14.

When you install a FirstNet SIM in a FirstNet Ready device, the device configures access options and device settings for you.

Why do I need a FirstNet SIM?

You need a FirstNet SIM to access the FirstNet core network.

Why can't I use an AT&T SIM?

You don't have access to all FirstNet features when you're on the AT&T network. For example, priority and preemption features are available, but aren't as robust as they are on FirstNet with First Priority. The FirstNet network supports all features and functionality of the AT&T Core.

How do I get a FirstNet SIM?

You can get a FirstNet SIM by doing any of the following:

- Visit your local AT&T store.
- Call FirstNet Customer Service at 800.574.7000.
- Purchase a new FirstNet Ready device and line of service. A FirstNet SIM is included with your new device.

Note: FirstNet SIMs are not available separately online.

How much does a FirstNet SIM cost?

There is no charge for a FirstNet SIM.