



# FirstNet® Assist

## Mobile-enabled support for first responders

Two tools in one. **FirstNet Assist** enables field requests for device uplift and direct access to dedicated customer care.

### 1. Uplift for Extended Primary Users

When a FirstNet extended primary user offers critical support for an incident, first responders can now grant them priority access to public safety's dedicated communications platform.

With a FirstNet (black) SIM, extended primary users can open their **FirstNet Assist** app to see mutual aid incidents within a 100-mile radius and request device uplift. FirstNet Uplift Managers receive the text request with a link for one-button approval. Or managers can deny the request with explanation.

It is that easy. Granting extended primary users with priority access to FirstNet provides first responders with the support they need, when they need it.

### 2. Direct Access to Dedicated Care

**FirstNet Assist** also provides all FirstNet users with easy access to FirstNet service and device assistance. Dedicated customer care professionals - trained to meet the unique needs of FirstNet users - are immediately available via phone, text or email. Also, with **FirstNet Assist** device diagnostics and online help are just a click away.

**FirstNet Assist** is another example of how FirstNet places network control and support into the hands of public safety.



### FirstNet Assist Features:

#### EXTENDED PRIMARY SERVICE

- Mobile-friendly interface
- See all incidents within 100 miles
- Easy uplift requests
- Text-enabled approvals
- User profiles for decision-making
- One-button uplifts

#### DEDICATED CUSTOMER CARE & DEVICE SUPPORT

- Direct access to customer care
  - One-push calling from every app page
  - Live chat text
  - Pay your wireless bill
  - Access Local Control Admin features
  - Receive network outage and service interruption notifications
  - Feedback forms for quick email requests
- Self-help and diagnostics for your device
- Built-in tutorial for **FirstNet Assist** app

#### \*NOTES ABOUT EXTENDED PRIMARY USERS

Priority Uplift requests can be made by FirstNet Extended Primary Users via a device with a FirstNet (black) SIM. Extended Primary Users are agencies or commercial businesses who offer critical support to first responders in times of emergency. These can include utilities, hospitals and other government agencies. FirstNet rate plans for Extended Primary Users do not automatically include priority and preemption. Extended Primary Users can: (1) request and, if approved, receive device uplift, (2) benefit from app priority; and (3) add priority (but not preemption) to their rate plans for an additional charge of \$7.50.