

# FirstNet benefits and considerations

FirstNet is America's only exclusive nationwide communications platform for first responders and those who support their vital mission. It provides highly secure and prioritized network access. With FirstNet, you can access the features you need, when you need them most.

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## Benefits of using FirstNet

FirstNet offers the following features:

- 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™. Gives first responders first-in-line access during network congestion.
- No speed limits on voice, text, or data.
- 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.

## Considerations before switching to the FirstNet core network

Before you get a FirstNet SIM card and switch to the FirstNet core network, consider the following factors to make sure it's the right choice for you at this time:

- To take advantage of all the benefits FirstNet offers, you need a FirstNet Capable device and a FirstNet SIM card.
- Some features and services aren't yet available on FirstNet, such as Wi-Fi® calling and international roaming. Check our [FirstNet FAQ](#) to learn more.
- Some custom access options on AT&T may not be available yet on FirstNet. You can check with your FirstNet Specialist to see what's available now.

## Migrating to a FirstNet SIM card from an AT&T SIM card

To connect to the FirstNet network, you need a FirstNet SIM card. If you're a FirstNet subscriber, you can get a FirstNet SIM card in any of these ways:

- Go to your local AT&T store or an AT&T authorized retailer and pick one up.
- Call FirstNet Customer Support at 800.574.7000.
- Order online when you purchase or upgrade to a [FirstNet Capable device](#).

**Note:** FirstNet SIM cards aren't available separately online.

Your FirstNet SIM card is pre-activated when you order a new line of service and a new device or when exchanging the SIM card in your current device.

If you port (transfer) over your phone number to a new line of service or upgrade your device, you'll need to manually activate your FirstNet SIM card. See [Activate and install your FirstNet SIM card](#).

## Why choose a FirstNet Capable device?

To take advantage of all the benefits FirstNet offers, you need a FirstNet Capable device and a FirstNet SIM card. Benefits include support for First Priority™ priority and preemption for first responders. You can purchase a new device that's already FirstNet Capable, or you can update the operating system of a supported device to make it FirstNet Capable. See our [list of FirstNet Capable devices](#).

The following table summarizes the differences between the 2 types of devices.

FirstNet Capable device	FirstNet non-capable device
Device is AT&T-certified. <sup>1</sup>	Device can be either AT&T-certified or from a source other than AT&T.
Device manufacturer provides a software update that enables the device and all of its features to work on FirstNet.	Device manufacturer does not provide a software update. Some features, such as voice communication, may not work when used on FirstNet.
When you install a FirstNet SIM card, the device automatically configures access options and device settings.	When you install a FirstNet SIM card, you may need to manually configure access options and device settings.

Differences between FirstNet Capable and FirstNet non-capable devices

<sup>1</sup>AT&T-certified devices are sold only by AT&T or AT&T authorized dealers. Not all AT&T-certified devices are FirstNet Capable.

If your current device is not FirstNet Capable, we recommend you upgrade your device before moving your services to FirstNet and installing a FirstNet SIM card. While your current device may

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work on FirstNet, key public-safety features, such as priority, preemption, and voice communication may not be available.

If you want to keep your FirstNet non-capable device (for example, if it has features you need that don't currently work on FirstNet), we recommend that you keep your AT&T SIM card and stay on the AT&T network.

## **FirstNet Ready and FirstNet Capable**

FirstNet Capable devices are those that can access FirstNet. If you have a FirstNet Capable device or purchase one, your wireless access options are configured automatically, but you may need to update the operating system or unlock the device and manually activate your FirstNet SIM card. Devices labeled **FirstNet Ready** are FirstNet Capable out of the box—just insert your pre-activated FirstNet SIM card and you're ready to go. If you aren't sure if your device is FirstNet Capable, check our [list of FirstNet Capable devices](#). For information about how to set up your device for use on FirstNet, see [Get started](#).

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