Frequently asked questions about getting started with FirstNet

What is a FirstNet Capable device?

A FirstNet Capable device supports First Priority™ and automatically configures wireless network access options and device settings after you install a FirstNet SIM card. 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.

Note: You may need to update the operating system and unlock the device before using it with FirstNet. For more information, see Set up a device for a FirstNet SIM card.

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

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

To verify that the device is FirstNet Capable:

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.
    - For an Android® device, tap **Settings**, tap **System**, and then tap **About device.** The model number appears.

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2. Go to www.firstnet.com/devices, select your device name and verify that the model number listed on the website matches the model number on your device.
   – If the model numbers match, your device is FirstNet Capable.
   – If model numbers don't match, your device is not FirstNet Capable.

What if a device is not FirstNet Capable?

If you install a FirstNet SIM card into a device that isn't considered FirstNet Capable, some FirstNet features won't be available when you use it on FirstNet. For example, you may not be able to use the device to talk to or text another person on the network.

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

Yes.

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:

- High-speed, highly secure communications connecting law enforcement, fire departments, emergency medical services (EMS), and other first-responder organizations.
- Priority and preemption features that provide "first-in-line" network access during network congestion for First Priority™ first responders.
- Three levels of priority, based on user roles, enabling each user to communicate at the highest necessary connection speed.
- No throttling on the network.
- Prioritization with no speed limits on voice, text, or data.
- Ability to use your device in Canada and Mexico, with more countries being added over time.
- Deployables, such as satellite cell trucks, dedicated exclusively for public safety for both planned activities and disaster recovery.
- Internet of Things connections for emergency devices, such as mobile data terminals and GPS vehicle-tracking devices.

What are the benefits of using a FirstNet Capable device?

This type of device automatically configures access options and device settings for FirstNet after you install a FirstNet SIM card. All the device's features are available when you use it on FirstNet.

When you use a FirstNet Capable device with a FirstNet SIM card, you get all the benefits of FirstNet. You can use a FirstNet Capable device with an AT&T SIM card, but you won't have access to all FirstNet benefits.

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Why do I need a FirstNet SIM card?

You need a FirstNet SIM card to access FirstNet.

Are there any benefits to using an AT&T SIM card?

You may benefit from using an AT&T SIM card and remaining on AT&T if you require certain wireless features that aren't yet available on FirstNet. These features include Wi-Fi® calling and custom access options with static IP addresses.

AT&T provides priority and preemption features, but they aren't as robust as they are on FirstNet.

What are the limitations of FirstNet?

We're still building FirstNet. So, some features, such as Wi-Fi® calling and custom access options with static IP addresses, are not yet available. If you need any of these features, you may want to stay on AT&T until they become available.

What are the limitations of having a FirstNet plan on AT&T?

On AT&T, you don't have access to all FirstNet features. For example, priority and preemption features are available, but aren't as robust as they are on FirstNet with First Priority™.

How do I get a FirstNet Capable device?

You can buy a FirstNet Capable device at your local AT&T retail store or online, or by contacting your FirstNet Specialist. If you already have a device and aren't sure if it's FirstNet Capable, check our list of FirstNet Capable devices.

How do I get a FirstNet SIM card?

You can get a FirstNet SIM card at your local AT&T store or an AT&T authorized retailer, or by contacting your FirstNet Specialist. You can also get one online if you buy a FirstNet Capable device with a new line of service at the same time. FirstNet SIM cards are not available separately online.

How much does a FirstNet SIM card cost?

FirstNet SIM cards are free.

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