FirstNet in today's
9-1-1 Call Centers

Advancements in technology are providing enhanced capabilities that help improve communication for public safety. And AT&T knows that your ability to communicate during daily operations and in times of crisis is critical.

As the builder of FirstNet – *the* nationwide communications platform created for and dedicated to public safety – and with our Next Generation 9-1-1 call handling and routing solutions, AT&T is working to transform communications for first responders. That means *you*.

FirstNet offers a robust broadband mobility solution that connects first responders in a highly secure manner to other first responders and to 9-1-1 Call Centers. FirstNet is a great complement to NextGen 9-1-1 end-to-end IP enabled call routing solutions.

Together, the two can offer the reliable connection you need – whatever the situation.

With FirstNet, you get:

- A public safety wireless broadband network designed to meet a 99.99% service availability objective on the AT&T network.

- A dedicated security operations center to monitor the network (24/7/365).

- First Priority® – which means you have priority access to network capacity at all times, especially during an emergency.

- No throttling for FirstNet subscribers anywhere in the U.S.

Plus, FirstNet offers 9-1-1 Call Centers:

- **Remote call-taking used during pandemic**
  - o Combine existing NG9-1-1 call handling remote laptop solutions from AT&T with FirstNet Ready™ smartphones and Wi-Fi devices for highly secure connectivity.

- **Transport diversity for CAD and Call Handling**
  - o You can use the FirstNet LTE network to route calls if the terrestrial network fails. We can design our systems to use FirstNet as a secondary or tertiary network for transport diversity.

- **Lowered barrier-to-entry to cloud-based intelligent dispatching**
  - o You can tie into third-party, cloud-based solutions and applications that route video and IoT feeds back into the 9-1-1 Call Center for more intelligent dispatching and routing.
  - o Applications like cloud-based CAD solutions can have a direct connection back to the 9-1-1 Call Center and can also utilize FirstNet to deliver critical information out to the field.

- **Mobile communication directly with first responders in the field**
  - o FirstNet can connect your 9-1-1 Call Center to the people, units and resources in the field wirelessly. So, you can use FirstNet to relay critical information to first responders and complement existing radio network communications.

1.5M+	76+	120K	~700	80%
FirstNet connections[1]	Deployable network assets, including 3 Flying COWs	Square miles of LTE coverage added in 2019	Markets[2] with Band 14 spectrum	Band 14 coverage completion; well ahead of schedule

13K+ public safety agencies have already joined FirstNet

1 Connections and other measures as of July 23, 2020 release
2 Markets defined by FCC CMAs

Visit **FirstNet.com** today to learn how FirstNet can benefit you and your agency.