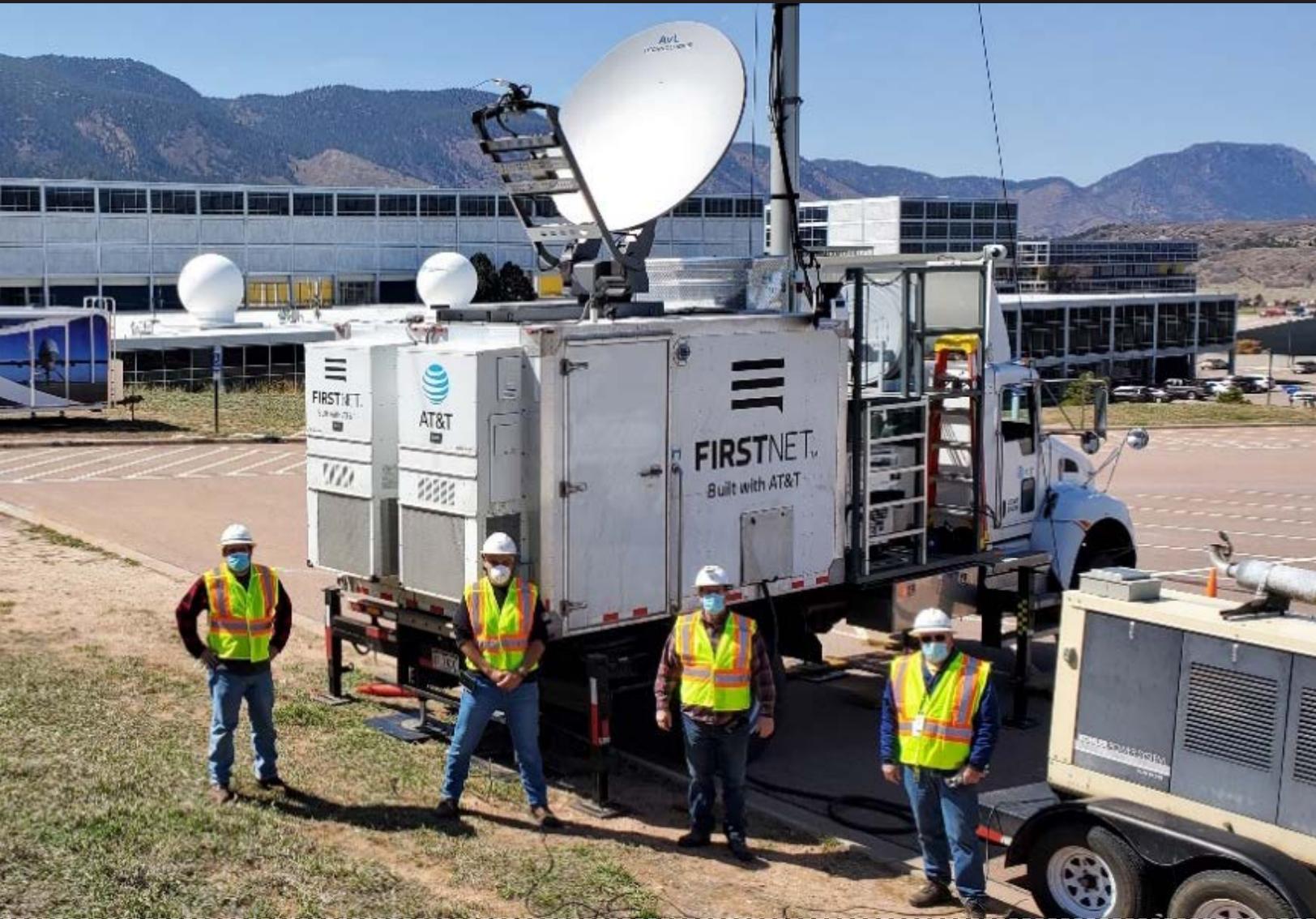


# FirstNet: Supporting COVID-19 Response



**FIRSTNET**®

Built with AT&T



## Supporting Those on the Front Lines

From the beginning of the COVID-19 pandemic, FirstNet – the *only* nationwide, high-speed broadband communications platform dedicated to and purpose-built for America’s first responders and the extended public safety community – has been helping those on the front line effectively coordinate and communicate.

FirstNet was born out of the 9/11 attacks, when it became clear that different response groups, such as firefighters, police, and EMS, needed to be able to talk across their organizations. First response needs to be a *unified* response. And FirstNet has proven itself through natural disasters including fires, earthquakes and storms.

Now, it’s being used nationwide to respond to the biggest crisis any of us have ever seen. FirstNet is supporting the frontline heroes working tirelessly to keep the country safe and get it back on its feet. That’s why we tasked ourselves with caring for them. Here’s just a few ways in which we’re helping our country’s first responders, both in the field and at home.

## The FirstNet Mission: Supporting Public Safety’s Emergency Response

As public safety’s partner, we have a responsibility unlike any other wireless carrier during the coronavirus pandemic – it’s why we were there in January supporting the first quarantine sites and why we’re here today continuing to provide support every step of the way. Delivering on the vision of Congress and the first responder community,

FirstNet stands above commercial offerings. Law enforcement, fire and EMS agencies rely on this dedicated platform and the entire FirstNet ecosystem to help them complete their critical missions. We’ve deployed equipment, optimized

the network and distributed FirstNet Ready™ devices to support public safety at essential locations nationwide – including quarantine zones, airports, hospitals, testing centers and state and federal emergency operations centers (EOC).

Every community has different needs based on the severity of their outbreak, ranging from temporary treatment centers supporting crowded hospitals to drive-thru testing facilities helping identify infection hotspots before they expand. FirstNet is designed to flex and adapt with changing situations.

# Here are just a few examples of how we're helping America's first responders – supporting both existing and new FirstNet subscribers – in the fight against COVID-19:

## Hard-Hit Cities:

In New York City, we stepped in to help ensure EMS and other first responders have the interoperable connectivity they need. We equipped hundreds of ambulances with FirstNet Ready™ ultra-rugged Sonim XP8s and AT&T Enhanced Push-to-Talk (ePTT). We also deployed FirstNet portable cell sites and new, temporary in-building solutions at their base location to increase network capacity for first responders and emergency staff.

## Naval Hospital Ships:

We worked to help ensure connectivity for the USNS Comfort in New York and the USNS Mercy in Los Angeles. These naval medical treatment facilities were used to alleviate the overcrowding in local hospitals.

## Major Medical Centers:

In northern California, a FirstNet portable cell site was deployed to a medical facility to provide additional capacity and keep emergency personnel connected. At no additional charge, public safety agencies on FirstNet can request this temporary equipment for added emergency support.

## Testing Facilities:

Another FirstNet portable cell site was deployed to support a drive-thru testing facility in the northeast. The site allowed medical professionals and first responders to communicate effectively without having to worry about bandwidth once people arrived for testing.





#### **State, Tribal and Federal EOCs:**

In Oregon, after recognizing a critical public safety facility needed additional coverage and capacity, we installed a permanent network enhancement. FirstNet liaisons at AT&T are also embedded with EOCs across the country to strengthen public safety's command and control of their network. In addition, we deployed a FirstNet portable cell site, followed by input into the installation of an in-building network enhancement, to provide connectivity for a tribal EOC and COVID-19 testing site on the Confederated Tribes of the Colville Reservation in Keller, WA.

#### **Logistics Managements:**

We've quickly expanded network bandwidth to support a 5x increase in remote Virtual Private Networking (VPN) capabilities among the U.S. Army Corps of Engineers (USACE) as they manage logistics for the national COVID-19 response. USACE is also expanding its usage of FirstNet daily as its COVID-19 workload grows.

FirstNet is built for public safety, for every first responder in the country – career or volunteer; federal, state, local or tribal; urban, suburban or rural. These first responders get a dedicated, prioritized network connection when needed, so that they can reliably communicate even when business and consumer traffic is surging. This is a vital difference between FirstNet and commercial networks.

# FirstNet During the COVID-19 Pandemic

## Providing Critical Connections to the Front Line



### Jan. 28

Initial request for support from public safety

### <14 Hr.



FirstNet fleet response times for emergencies

### 450+

Public safety agencies joined or expanded their use of FirstNet for COVID-19 response



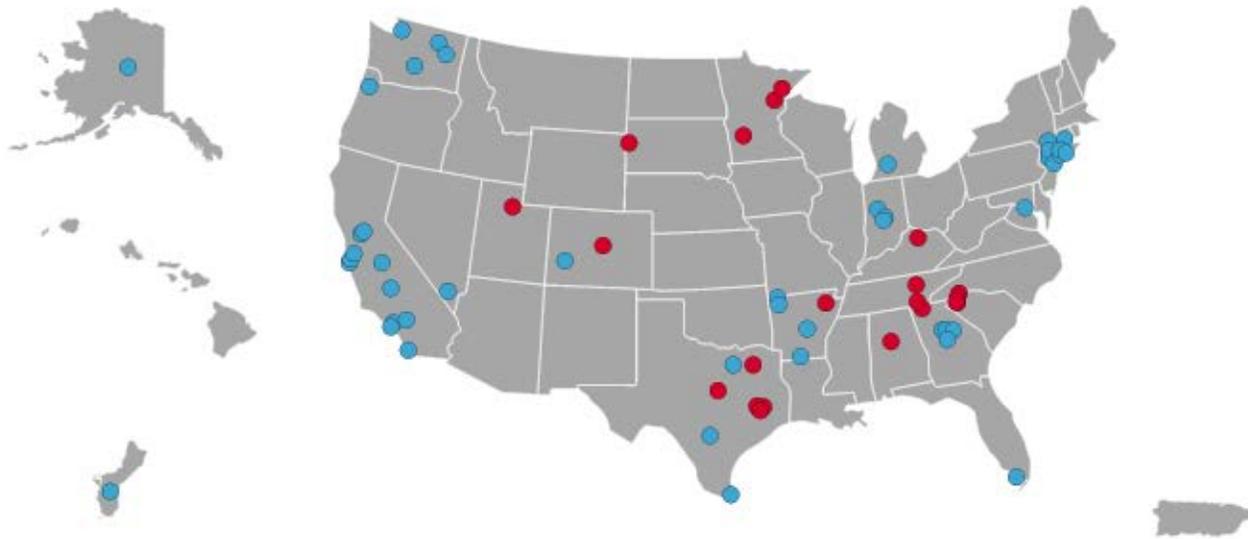
### 50+

COVID-19 Emergency Requests



### 25+

Non-COVID-19 Emergency Requests



### 4,750+

Network assessments completed for State,

Including:

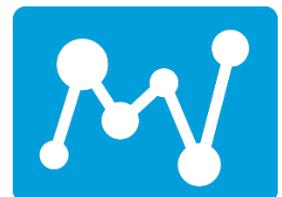
- EOCs
- Medical facilities
- Drive-thru testing sites
- Quarantine centers



### 2X+

Amount of data consumed by first responders compared to general consumers.

Reinforces the need and importance of having a network purpose-built for public safety.



# FirstNet During the COVID-19 Pandemic

## Meeting the Growing Needs of the Front Line



Significant increase in demand across the country for FirstNet to advance emergency response.

- Public safety agencies
- State health departments
- First responders

## Expanded Benefits to Support Front-Line



Public Safety Agencies.



Individual First Responders

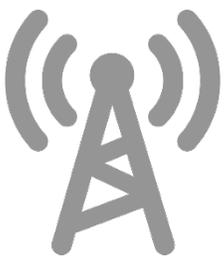


Nurses & Physicians

## Supporting Communities

**\$5.5**  
**MILLION**

Committed by AT&T to provide **nourishing meals** for first responder, medical personnel and others in need



Expanding network access for primary care providers in **rural and underserved communities** with Centene



# FirstNet and Contact Tracing

Contact tracing is an important tool in the fight to control the COVID-19 pandemic. The measure is a decades-old practice largely employed by local and state health department personnel. Contact tracing represents a key strategy for preventing further spread of Coronavirus. The Centers for Disease Control (CDC) recommends that communities scale up and train a large contact tracer workforce and work collaboratively across public and private agencies to stop the transmission of COVID-19.

## FirstNet Support for Contact Tracing

FirstNet supports contact tracing through access to its dedicated broadband communications platform. As the nation's first communications platform built just for public safety, enhanced coverage and the proprietary First Priority® solution for priority and preemption help harden the critical connections during this health crisis. First Priority helps ensure FirstNet users stay connected, even during heavy congestion. Security for the FirstNet network is integrated from inside out – starting with the encrypted physical core through to the ICAM and Single Sign on solutions for FirstNet-Certified devices.

## Innovation through Public Safety Apps

FirstNet also maintains an app catalog that features purpose-built public safety applications. These apps support contact tracing through location tracking, self-reporting tools, contact center management, and mobile form organization. The FirstNet App Catalog also provides tools to support asset tracking, situational awareness, telemedicine, and mobile device management.

# Pandemic Stages and FirstNet

Investigation

Recognition

Initiation

Acceleration

Deceleration

Preparation

## Government and Commercial Collaboration

### Investigation:

Public health actions focus on targeted monitoring and investigation.

### Recognition:

Public health actions focus on control of the outbreak, including treatment of sick persons.

### Initiation:

A pandemic occurs when a virus has the ability to spread in a sustained manner from person-to-person.

### Acceleration:

Public health actions focus on the use of non-pharmaceutical interventions and the use of medications and vaccines.

### Deceleration:

Public health actions include vaccination, monitoring, and reducing non-pharmaceutical interventions.

### Preparation:

Public health actions include continued monitoring of the virus and preparing for potential additional waves of infection.

## FirstNet Capabilities

- Network Availability with First Priority<sup>®</sup> Priority and Preemption Services
- Coverage Enhancements
- High Security
- Enhanced Applications

## Areas of Expertise

- Security Solutions
- Caseworker Management Solutions
- Asset and Logistics Tracking
- Situational Awareness Solutions

## FirstNet Solutions Include:

- Workforce Manager – Provides location tracking, mobile forms for contact tracing
- Rave Wireless – Smart911 allows for self reporting of positive COVID
- RedCap Cloud – End-to-end self-reporting and contact-tracing solution
- Maximus – Contact center solution



**FIRSTNET<sup>®</sup>**

**Built with AT&T**

**Learn more at [FirstNet.com](https://www.FirstNet.com)**

© 2020 AT&T Intellectual Property. All rights reserved. FirstNet, and FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.