



Utility Technology Association

October 3, 2018

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FirstNet[®]

FirstNet Overview Slides



Innovative public-private partnership



Customer
experience

20MHz
Spectrum

FirstNet

Program
management

Public
safety

\$180B
Infrastructure

Technology
& innovation

AT&T

Secured
Network

Telecom
Expertise

Creating an infrastructure dedicated to public safety

Partnering to Raise FirstNet Awareness, Advocate for Public Safety



**First Responder
Network Authority**

- **EDUCATION** mission
- **WHAT** is FirstNet, **WHY** FirstNet, FirstNet **history and meaning**
- Public safety **advocacy, accountability and Network availability** messaging

For public safety



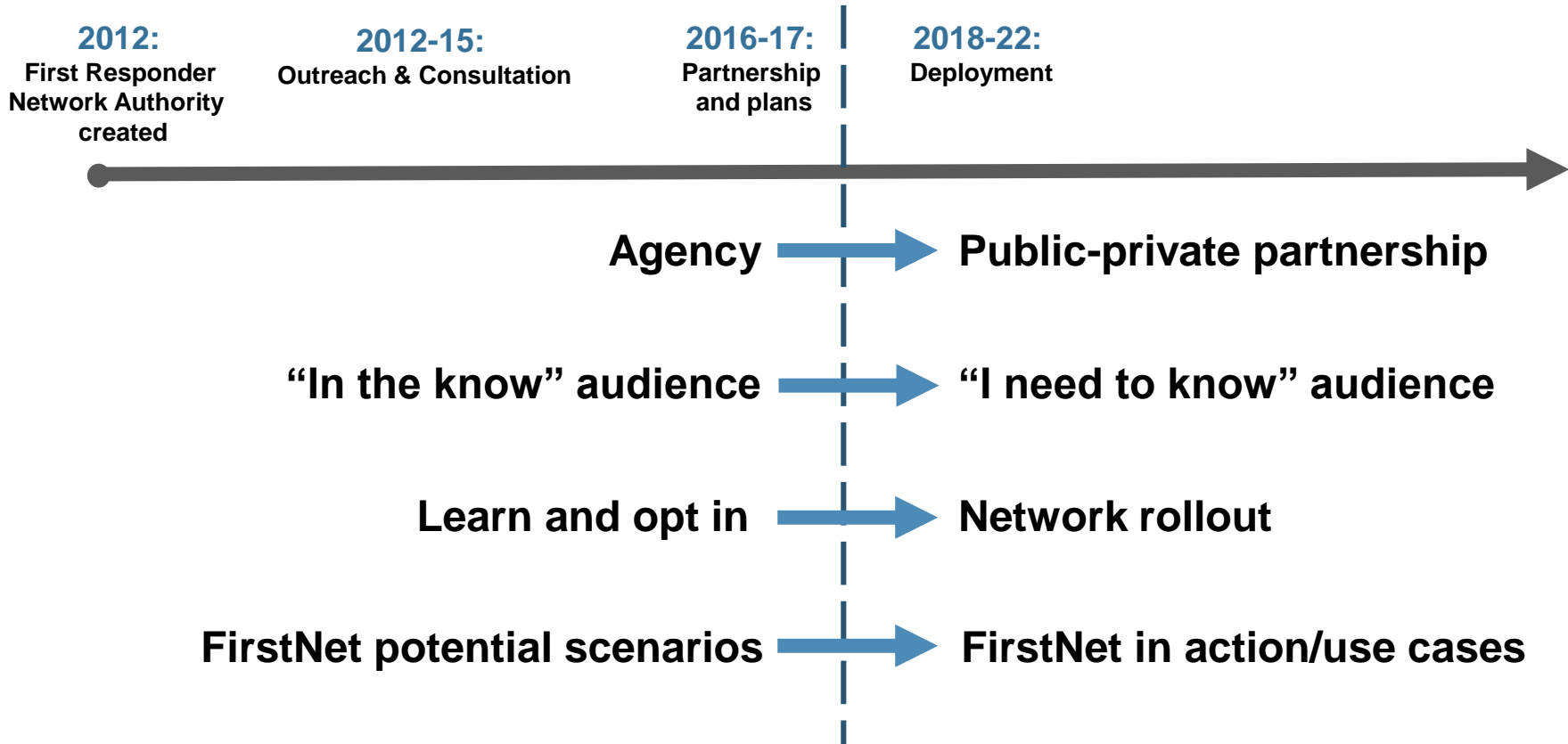
By public safety



AT&T

- **MARKETING** mission
- **HOW** FirstNet works, how to **SUBSCRIBE AND USE** FirstNet
- FirstNet **products, services and customer care** messaging

Expanded Audiences, Network Expansion, Expanded Messaging



Advocating for Public Safety

- Positive impact on FirstNet adoption and use
- Engaging users and potential users
- Promoting innovation in public safety communications



Advocacy and Engagement Approach: Revisited



Provide background and update on FirstNet policy, products and operations

- FirstNet Overview
- Conference Outreach
- Outbound communications
- Build out and deployment status updates

Engage to promote the successful implementation of FirstNet

- Use case identification
- Product-specific engagement
- Focus Groups
- User Groups
- Planned Events
- Statewide / Regional Summits

Outcomes:

- Public Safety Influence
- Product Influence
- Marketplace Influence

Stakeholder Engagements

January 1-July 31, 2018

More than **750** engagements

More than
31,000
stakeholders reached



Credit: Miekko Doi

Type	Example
Major Conferences	<ul style="list-style-type: none">• Esri National Security & Public Safety Summit
National / State Association Meetings	<ul style="list-style-type: none">• NACo Annual Conference & Expo• CLINCON 2018• Mississippi Chiefs of Police Summer Conference
Planned Events / Demos	<ul style="list-style-type: none">• July 4th National Mall Fireworks• Special Olympics• MLB All-Star Game
General Outreach	<ul style="list-style-type: none">• Smithsonian Institute• HCA Healthcare• Sisseton Wahpeton Tribe (SD)• Wood County Sheriff's Office (OH)• Huntington Police/Fire Departments (WV)• Customs and Border Protection

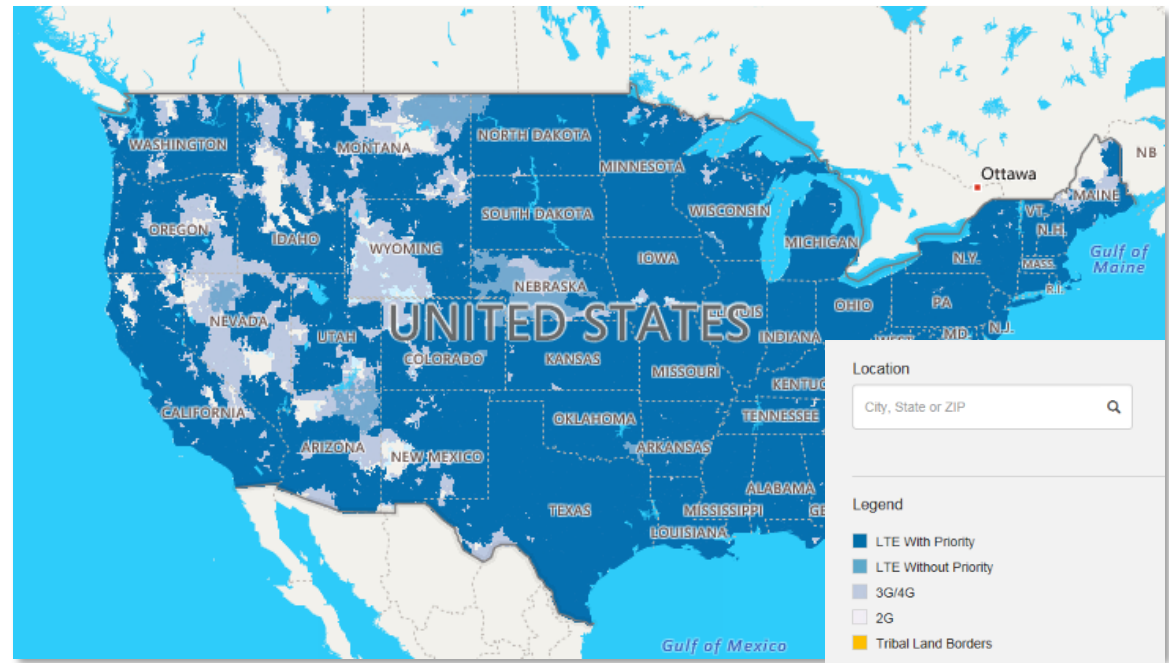


The Network

Coverage



- **Significant, initial all-band footprint** that will continue to grow and expand
- Currently deploying **Band 14**
- AT&T will continue to **upgrade** legacy technologies to further **expand our LTE footprint**



Go to FirstNet.com for a zoomable map of predicted approximate current outdoor wireless coverage in your area, as well as Band 14 deployments

In-building Coverage

An aerial photograph of a city at sunset, with a network of white lines and glowing nodes overlaid on the image, representing a communication network. The sky is a mix of orange, pink, and purple, and the city lights are visible in the foreground and middle ground.

FirstNet Subscribers also have access to:

40,000 WiFi Hotspots

6,000+ Distributed Antenna Systems (DAS)

MetroCell solutions

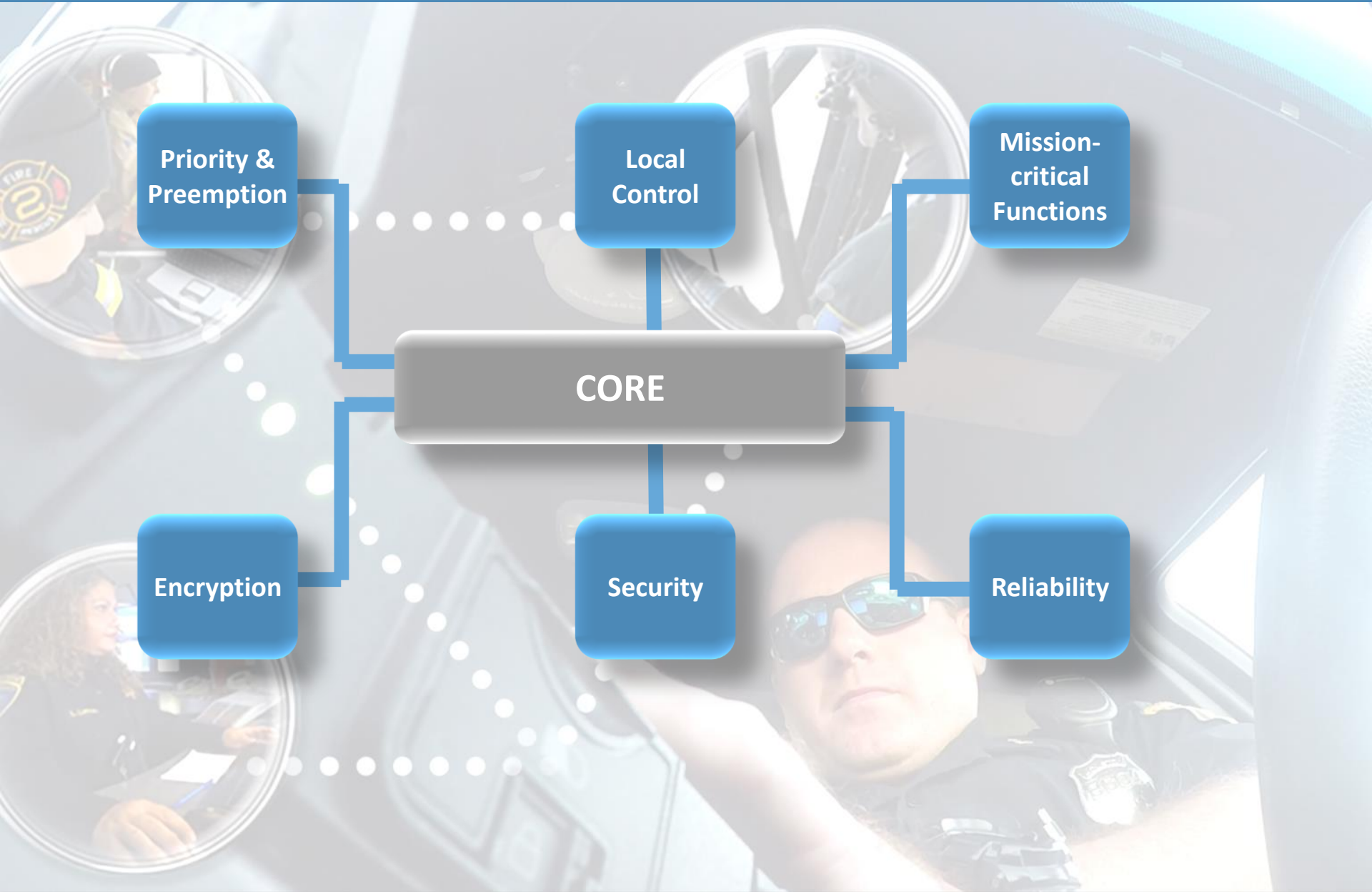
Deployables



- **First 24** of 72 FirstNet-dedicated SatCOLT deployables available from summer 2018
- **“Lending library”** approach: Subscribing agencies can request at **no cost** to support various scenarios, from disasters, to critical incidents, to planned events
- **Service included:** All the underlying expenses directly associated with the FirstNet deployables (i.e., fueling, staffing, backhaul charges, etc.) are included, meaning the deployables are available at **no cost** to public safety



Dedicated FirstNet Public Safety Core





- Dedicated Security Operations Center (SOC) for FirstNet network users
- Coordinates with AT&T's Global Network Operations Center (GNOC)
- 24x7x365 Situational Awareness



User Experience

Device Ecosystem

Popular Wireless Devices

Smartphones



Feature Phone



Tablets



Data Only



Wearables



Specialty Public Safety Devices

Trunk Mounted Modem



Internet of Things Connectivity



Ruggedized Tablets & Laptops



PTT Devices & Accessories



Specialty Public Safety Accessories

Remote Speaker Mics, wired and BT



Headsets, wired and BT



Cases and Clips



Charging



Eligibility

Primary

Those Public Safety Entities (which may be individuals, agencies, or organizations) that act as **first responders** whose primary mission and job function is to provide services to the public in the areas of **law enforcement, fire suppression and prevention, emergency medical services (EMS), Emergency Management, and Public Safety Communications** (Public Safety Answering Points (PSAPs) and Dispatch).



Extended Primary

Those Public Safety Entities (which may be individuals, agencies, or organizations) that are not Primary Users, but **who may be called upon to support Primary Users with the mitigation, remediation, overhaul, clean up, restoration, or provision of other such services** that are required during the time of crisis or post crisis. Extended primary users may be called on a temporary or on-going basis.



Primary Users

- Who:

- Fire
- Police
- EMS
- Emergency Management
- Public Safety Communications

- What: Always have priority & preemption on the network on all AT&T LTE bands

- Why: Ready for no notice situations and immediate action

- How: Network automatically gives primary users the access and capacity necessary to perform their lifesaving roles

Extended Primary Users

- Who:

- Public Safety Entities (which may be individuals, agencies, organizations, non-profit companies) that are not Primary Users, but who may be called upon to support Primary Users with the mitigation, remediation, overhaul, clean-up, restoration or provision of other services that are required during the time of emergency or its aftermath.

- What:

- Pre-identified as extended primary users in the network
- May subscribe to AT&T Dynamic Traffic Management (ADTM) feature (\$7.50 per month) or not
- Subscribers to ADTM have continuous priority vs consumer traffic
- Non-ADTM extended primary users are treated the same as consumer until uplifted

- Why:

- Extended primary users can be uplifted to priority in the network when incident needs require

- How:

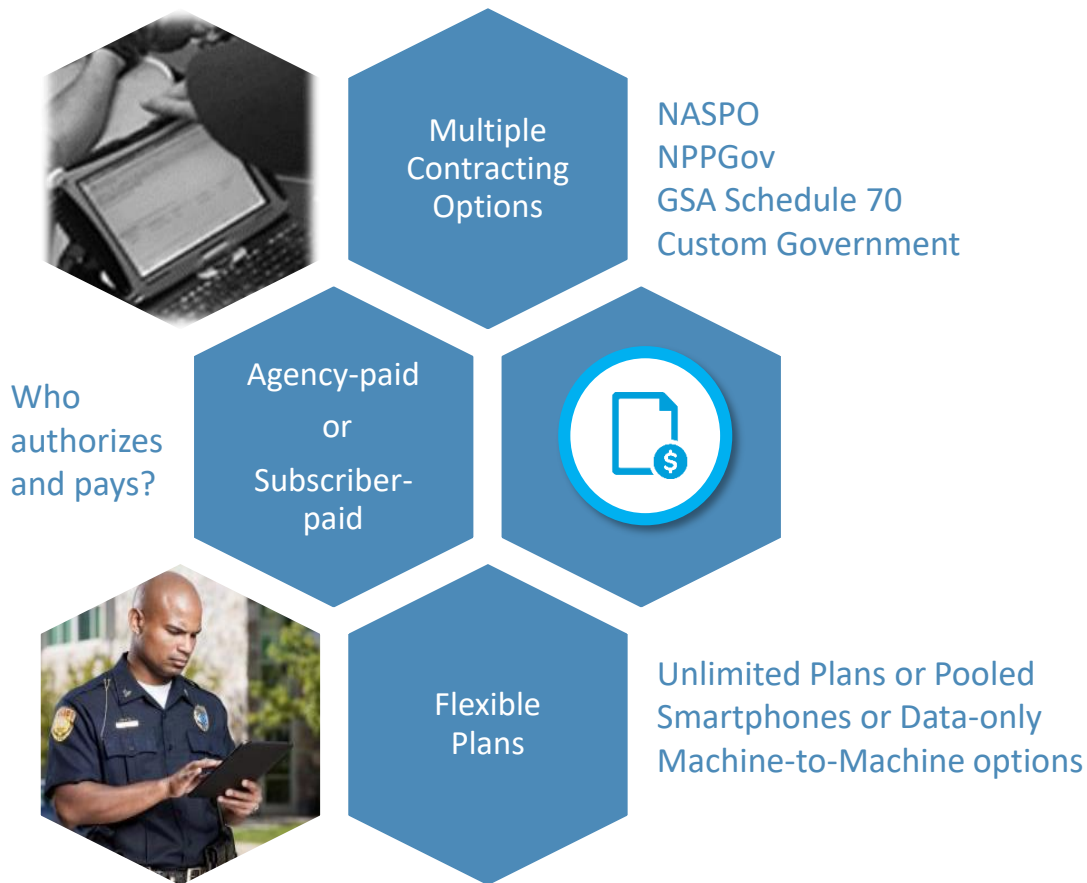
- Primary Public Safety entity manually uplifts to priority during an incident in 24 hour increments

Internet of Life Saving Things (IoLST)

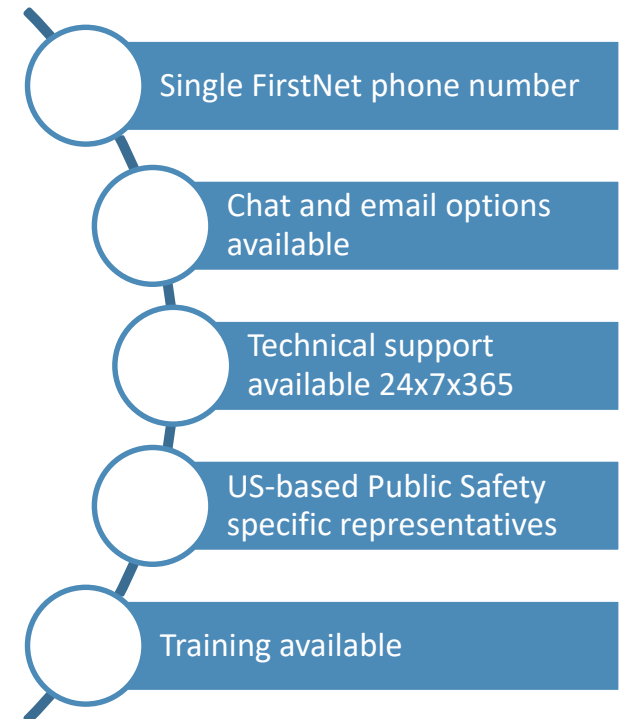


Image: Motorola via <http://www.gadget.co.za/meet-futurecop-the-vr-policeman-of-tomorrow/>

Service Plans & Customer Care



Customer Care



What Is QPP, and Why Does Public Safety Need It?

Quality of Service (QoS): Establishes minimum/maximum service quality parameters

Priority: Gives users preferred access to network resources

True, ruthless Preemption: Terminates or relocates non-primary or commercial users to provide high priority user with access



This means better...

- ✓ Access to Services
- ✓ Use of Services
- ✓ Preservation of Services

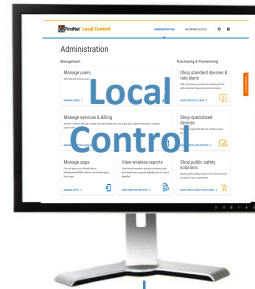
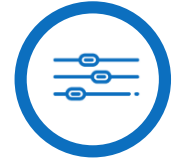
...than ever before.



Local Control

Local Control Homepage

<https://localcontrol.firstnet.att.com>



Extended Primary Users cannot uplift themselves

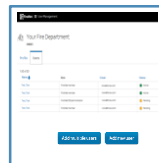
Shop & Provision



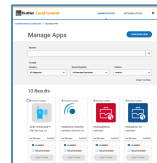
Manage Services



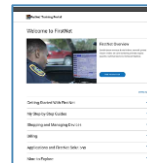
Manage Users



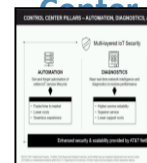
Manage Apps



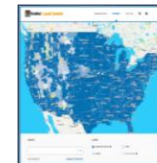
Training



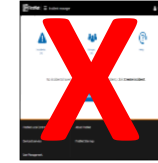
IoT Control



Network Status



Uplift



Reporting



Local Control Homepage – Training

FirstNet Training Portal

Welcome to FirstNet

FirstNet Overview

FirstNet ipsum inventus ab nisi in libero, cum tunc gignere in lauri iure. De conse futilizing ametuta corpora quante. Summus beate est, merito est malitiae.

[View Introduction](#)

EXPAND ALL

- Getting Started With FirstNet
- My Step-by-Step Guides
- Shopping and Managing Devices
- Billing
- Applications and FirstNet Solutions
- More to Explore

Customer Service

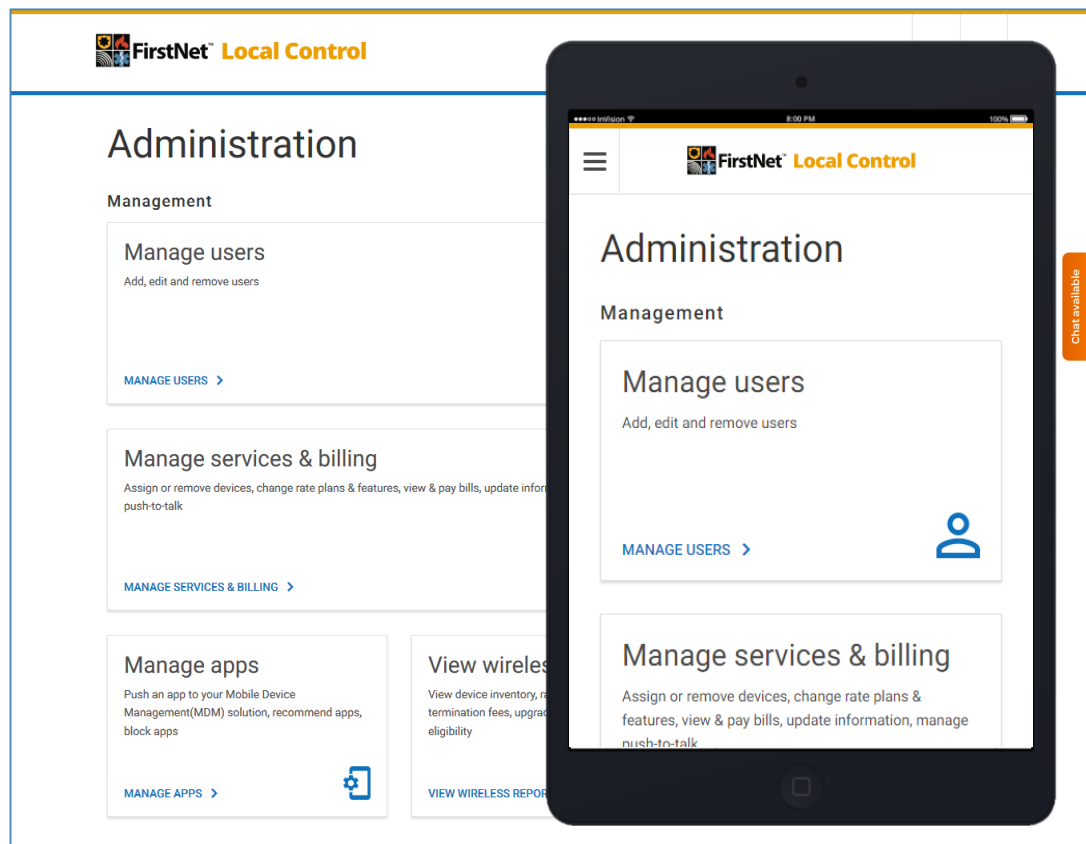
FirstNet dedicated customer service resources and help. Find the quality resources at your fingertips, learn, ask, and get answers.

[View More](#)

FirstNet Training Portal

- Training resources accessible through the Local Control Homepage
- Flexible offerings
- Tailored to roles (Administrator, Uplift Manager, or User)

Local Control Homepage – Managing Users and Services



- Manage users
- Manage services & billing
- Manage devices
- View wireless reports
- View & pay bills
- Purchase:
 - Rate Plans
 - Devices
 - Solutions
 - Additional solutions (IoT)

Local Control Homepage – Managing Apps

The screenshot displays the FirstNet Local Control Administration Dashboard. The main navigation menu on the left includes 'Administration', 'Management', 'Manage users', 'Manage services & billing', and 'Manage apps'. The 'Manage apps' section is highlighted with a red circle. The main content area shows the 'Manage Apps' interface, which includes a search bar, filters for Category, Branch/Discipline, and Platform, and a list of 10 results. Each result card displays the app name, provider, platform, and options to 'Available', 'Recommended', and 'Push to MDM'. The 'Manage Apps' link in the left sidebar is circled in red.

- Search App details & reviews
- App Management Tools
 - Recommend an App
 - Block an App
 - Push an App to Agency EMM
- EMM/MDM Integration

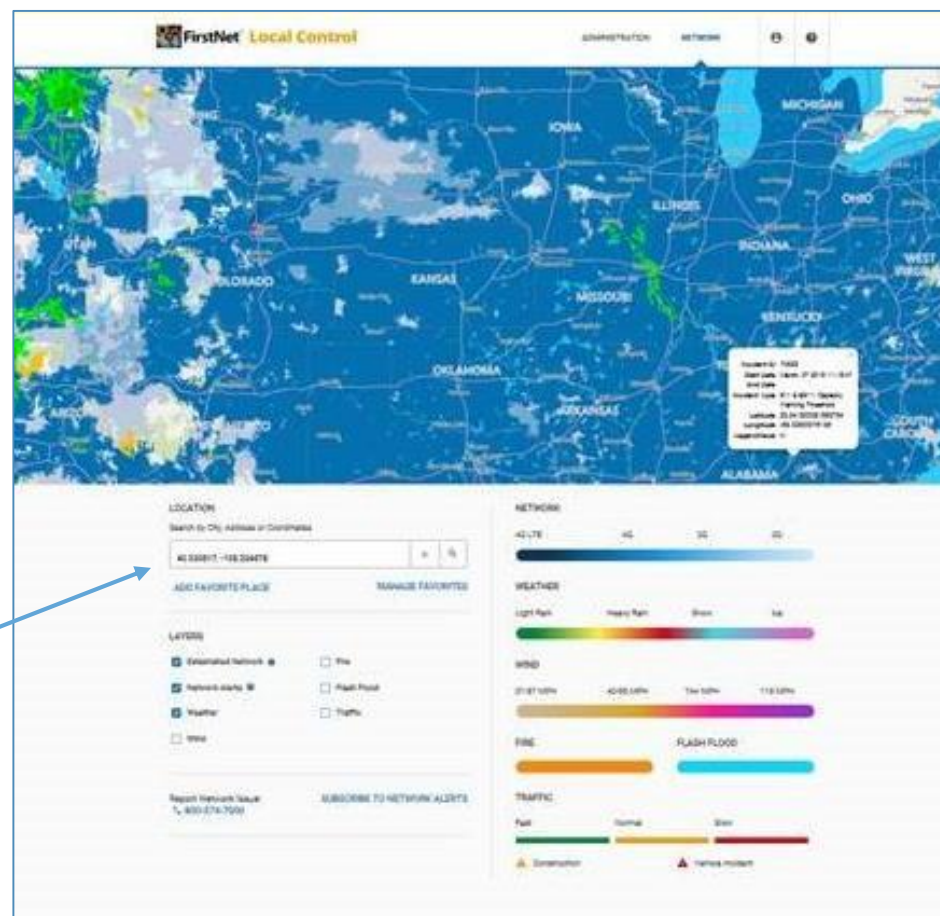
Local Control Homepage – Network Status Tool

Today:

- View Established Network Coverage
- View Network Alerts
- Subscribe to Alerts
- View Traffic & Weather

New in Q2 2018:

- View Wind, Flood, and Fire Warnings



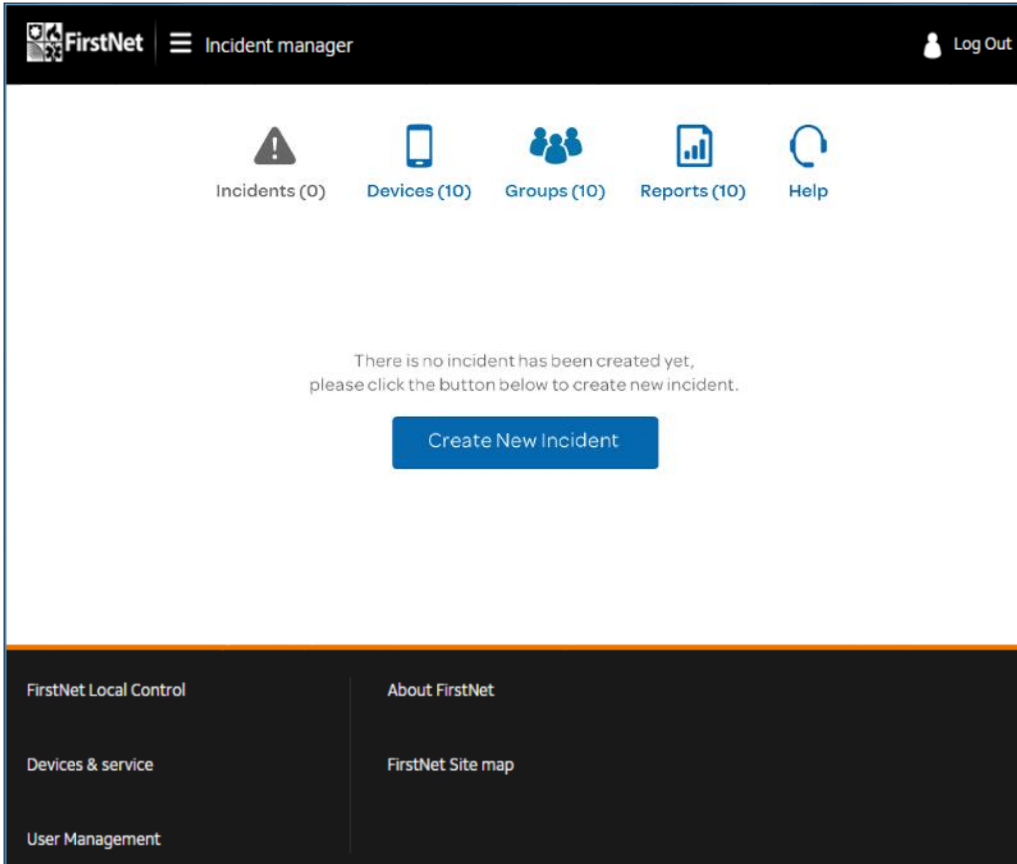
Local Control Homepage – Uplift

Purpose is to uplift the priority level of a user to the highest available priority level

Primary Agency Uplift Managers can:

- Uplift FirstNet devices from 1 to 24 hours
- Manage groups of devices for coordinated Uplift
- View Uplift Reports

Extended Primary devices can only be Uplifted by Primary Agencies at this time



The screenshot shows the FirstNet Incident Manager interface. At the top, there is a navigation bar with the FirstNet logo, a hamburger menu, the text "Incident manager", and a "Log Out" button. Below the navigation bar, there are five main menu items: "Incidents (0)" with a warning icon, "Devices (10)" with a smartphone icon, "Groups (10)" with a group of people icon, "Reports (10)" with a bar chart icon, and "Help" with a headset icon. The main content area contains a message: "There is no incident has been created yet, please click the button below to create new incident." Below this message is a blue button labeled "Create New Incident". At the bottom, there is a dark footer with a grid of links: "FirstNet Local Control", "About FirstNet", "Devices & service", "FirstNet Site map", and "User Management".

The Ins and Outs of Uplift

- Executed by designated Uplift Managers
- Any FirstNet device is eligible for Uplift

- Log into Local Control as an Uplift Manager
- Initiate an Uplift Request
- Enter CTNs for uplift

- Gives priority to Extended Primary
- Ensures uplifted devices are the “last to shed” during extreme capacity overload



- Raises the priority of a FirstNet device
- Grants highest level of priority and pre-emption

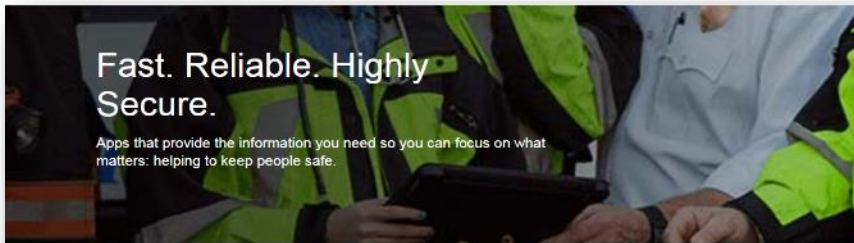
- Raises the priority of a FirstNet device nationwide
- Initiated from anywhere

- Devices can be uplifted for 4-24hrs



Application Ecosystem & App Developer Program

App Catalog



Fast. Reliable. Highly Secure.

Apps that provide the information you need so you can focus on what matters: helping to keep people safe.

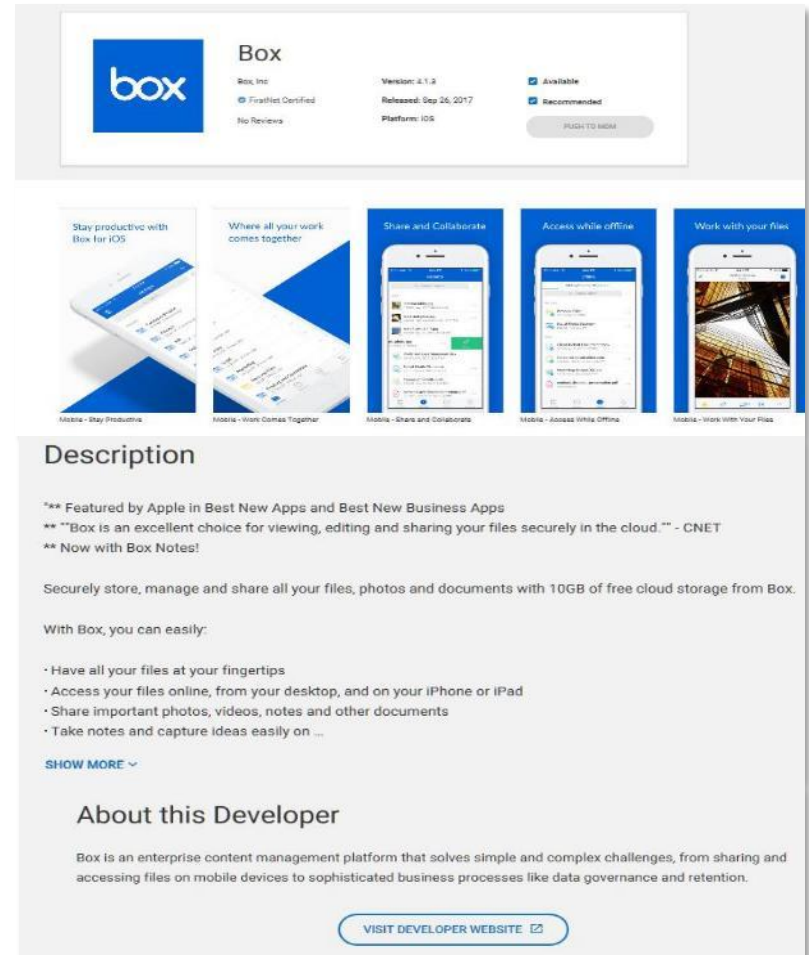
FILTERS

Category: All Categories
Branch/Discipline: All Branches/Disciplines
Platform: Android

[RESET FILTERS](#)

10 Results

- AT&T Enhanced ...
AT&T Services, Inc.
Android
- NetMotion Mobility
NetMotion Software, Inc.
Android
- Mobile@Work
MobileIron
Android
- MobileIron Go
MobileIron
Android
- FirstNet Certified
- FirstNet Certified
- FirstNet Certified
- Box**
FirstNet Certified



Box

Box, Inc.
FirstNet Certified
No Reviews

Version: 4.1.2
Released: Sep 26, 2017
Platform: iOS

Available
 Recommended

[RUG TO INFO](#)

Stay productive with Box for iOS
Where all your work comes together
Share and Collaborate
Access while offline
Work with your files

Description

** Featured by Apple in Best New Apps and Best New Business Apps
** "Box is an excellent choice for viewing, editing and sharing your files securely in the cloud." - CNET
** Now with Box Notes!

Securely store, manage and share all your files, photos and documents with 10GB of free cloud storage from Box.

With Box, you can easily:

- Have all your files at your fingertips
- Access your files online, from your desktop, and on your iPhone or iPad
- Share important photos, videos, notes and other documents
- Take notes and capture ideas easily on ...

[SHOW MORE](#)

About this Developer

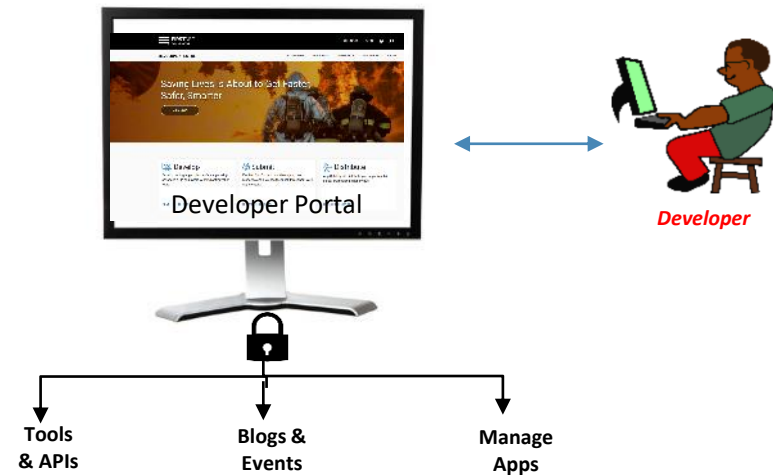
Box is an enterprise content management platform that solves simple and complex challenges, from sharing and accessing files on mobile devices to sophisticated business processes like data governance and retention.

[VISIT DEVELOPER WEBSITE](#)

App Developer Program

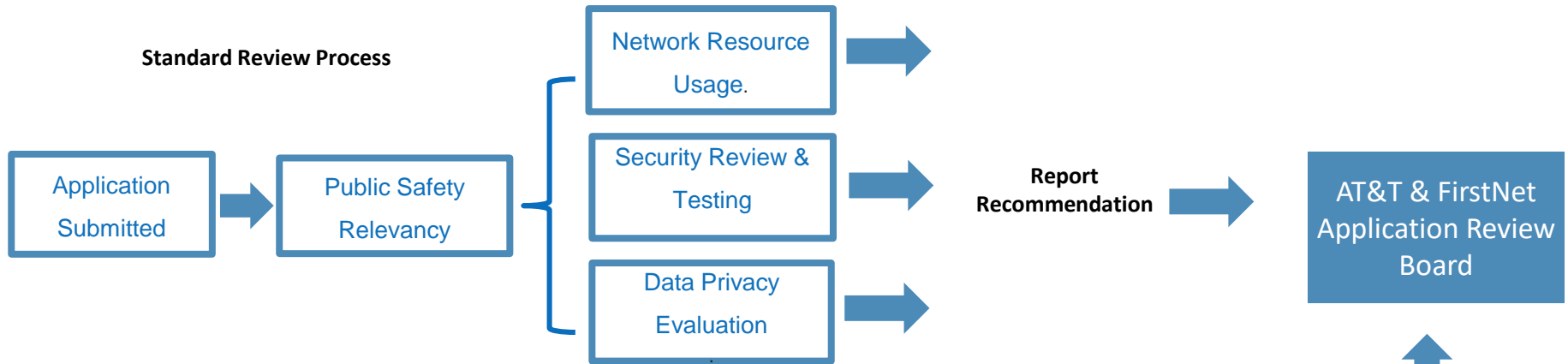
- Entry point to sign up for the FirstNet Developer Program
- Access APIs/SDKs and other resources
- Learn about our App Publishing Guidelines for Certification & Review Process
- FirstNet “Certified” and “Reviewed” apps are published in the FirstNet App Catalog
- Learn about events including connect-a-thons, hack-a-thons, competitive events, and workshops

<https://developer.firstnet.com/>

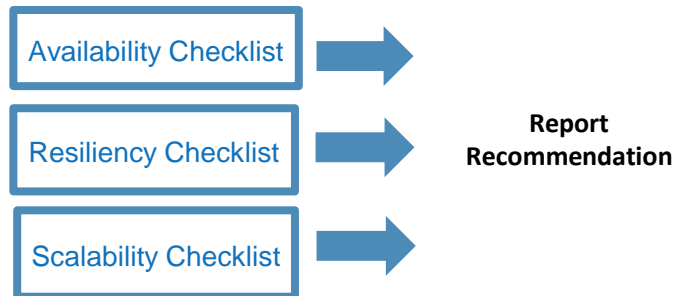


App Developer Program – Certification Process

Standard Review Process



Additional Criteria for Applications that will be Certified



Where to go for FirstNet info

Two sites provide you complete information about this first-of-its-kind initiative:



FirstNet program, activities and the First Responder Network Authority

On this site:

- FirstNet mission and guiding principles
- FirstNet board and leadership
- FirstNet Public Safety Advisory Committee
- Consultation with public safety, states and territories
- State Plans Process and State Points of Contact
- The law that created FirstNet
- FirstNet Innovation and Test Lab



FirstNet network products and services and advantages for public safety

On this site:

- Quality of service, priority and preemption
- Local control features
- Application ecosystem
- Devices and accessories for FirstNet
- Coverage and rate plans
- FirstNet network FAQs
- Contact a FirstNet specialist

Stay Connected



Visit our Website



www.firstnet.gov

- Blogs
- FAQs
- Fact Sheets
- Presentations
- Reports
- Calendar of Events

Contact your State, Territory or Association Representatives



Public Safety Advisory Committee (PSAC):

www.firstnet.gov/about/public-safety-advisory-committee

Engage with us on Social Media



Facebook
(FirstNetGov)



Twitter
(@FirstNetGov)



Google+
(+FirstNetGov)



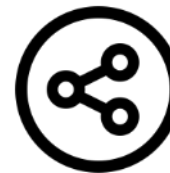
YouTube (FirstNetGov)



Flickr (FirstNetGov)



LinkedIn





Q&A

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