Utility Technology Association

October 3, 2018

Aislynn C. Turner
Senior Public Safety Advisor
Innovative public-private partnership

Creating an infrastructure dedicated to public safety

FirstNet

Customer experience
20MHz Spectrum
Program management
Public safety

AT&T

$180B Infrastructure
Technology & innovation
Secured Network
Telecom Expertise
Partnering to Raise FirstNet Awareness, Advocate for Public Safety

**For public safety**

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

**By public safety**

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

First Responder Network Authority

Built with AT&T

AT&T

FirstNet
Expanded Audiences, Network Expansion, Expanded Messaging

2012:
First Responder Network Authority created

2012-15:
Outreach & Consultation

2016-17:
Partnership and plans

2018-22:
Deployment

Agency ➔ Public-private partnership

“In the know” audience ➔ “I need to know” audience

Learn and opt in ➔ Network rollout

FirstNet potential scenarios ➔ FirstNet in action/use cases
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

**Educate & Inform**
- Provide background and update on FirstNet policy, products and operations
  - FirstNet Overview
  - Conference Outreach
  - Outbound communications
  - Build out and deployment status updates

**Collaborate**
- Engage to promote the successful implementation of FirstNet
  - Use case identification
  - Product-specific engagement
  - Focus Groups
  - User Groups
  - Planned Events
  - Statewide / Regional Summits

**Influence**
- 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

<table>
<thead>
<tr>
<th>Type</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major Conferences</td>
<td>• Esri National Security &amp; Public Safety Summit</td>
</tr>
<tr>
<td>National / State Association Meetings</td>
<td>• NACo Annual Conference &amp; Expo</td>
</tr>
<tr>
<td></td>
<td>• CLINCON 2018</td>
</tr>
<tr>
<td></td>
<td>• Mississippi Chiefs of Police Summer Conference</td>
</tr>
<tr>
<td>Planned Events / Demos</td>
<td>• July 4th National Mall Fireworks</td>
</tr>
<tr>
<td></td>
<td>• Special Olympics</td>
</tr>
<tr>
<td></td>
<td>• MLB All-Star Game</td>
</tr>
<tr>
<td>General Outreach</td>
<td>• Smithsonian Institute</td>
</tr>
<tr>
<td></td>
<td>• HCA Healthcare</td>
</tr>
<tr>
<td></td>
<td>• Sisseton Wahpeton Tribe (SD)</td>
</tr>
<tr>
<td></td>
<td>• Wood County Sheriff’s Office (OH)</td>
</tr>
<tr>
<td></td>
<td>• Huntington Police/Fire Departments (WV)</td>
</tr>
<tr>
<td></td>
<td>• Customs and Border Protection</td>
</tr>
</tbody>
</table>
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](http://FirstNet.com) for a zoomable map of predicted approximate current outdoor wireless coverage in your area, as well as Band 14 deployments
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

- Priority & Preemption
- Local Control
- Mission-critical Functions
- Encryption
- Security
- Reliability

CORE
Security

- 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

FirstNet®
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, cleanup, 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)

- Augmented Reality
- Body-worn Video
- Helmet Cam Live Stream
- Heads-up Display on SCBA
- Remote Speaker plus Voice-to-Text
- Environmental Hazmat Sensor
- Bio Sensors
- Indoor Location Tracker
- Heavy use of IoT in Emergency Medical Services

- FirstNet™
- Connected Weapons
- Equipment Sensors
- Smart Watch
- Radio
- Smart Armor
- Health Sensors
- Voice to Text
- In-vehicle routers, telematics, computers and other technology


http://ffmag.mdmpublishing.com/application-fireground-intelligence/
Service Plans & Customer Care

Multiple Contracting Options

- NASPO
- NPPGov
- GSA Schedule 70
- Custom Government

Who authorizes and pays?

Agency-paid or Subscriber-paid

Flexible Plans

- Unlimited Plans or Pooled
- Smartphones or Data-only
- Machine-to-Machine options

Customer Care

- Single FirstNet phone number
- Chat and email options available
- Technical support available 24x7x365
- US-based Public Safety specific representatives
- Training available
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.

DRAFT - INTERNAL ONLY UNTIL FURTHER NOTICE
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 Center
Network Status
Uplift
Reporting

https://localcontrol.firstnet.att.com

DRAFT - INTERNAL ONLY UNTIL FURTHER NOTICE
Local Control Homepage – Training

- 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

- 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
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 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

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

10 Results

AT&T Enhanced... AT&T Services, Inc.
NetMotion Mobility MobileIron Software, Inc.
Mobile@Work MobileIron
MobileIron Go MobileIron

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 Folders!

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

Application Submitted → Public Safety Relevancy


Additional Criteria for Applications that will be Certified

Availability Checklist → Resiliency Checklist → Scalability Checklist

Report Recommendation → AT&T & FirstNet Application Review Board
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
FirstNet News & Information

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

Aislynn C. Turner
Senior Public Safety Advisor
202-868-7810
aislynn.turner@firstnet.gov