RESPONSE OPERATIONS GROUP
FirstNet Program at AT&T

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FirstNet is the nationwide public safety broadband network, services and solutions dedicated to First Responders and those who support them.

It is more than a network, including advanced services, applications and purpose-built devices.

We are accountable to keeping your lines of communication open with dedicated mission critical solutions that will modernize public safety.
ONE COMMUNITY. TOGETHER.

PRIMARY EXAMPLES
- Fire
- Law Enforcement
- EMS
- PSAP
- EMA
- Others

EXTENDED PRIMARY EXAMPLES
- Healthcare
- Utilities
- Transportation
- Others

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Per our contract with the FirstNet Authority you get access to:

- Dedicated deployables
- 14-hour RTO
- NO Charge to you
- Planned events, Emergency Response and Recovery

Why does FirstNet need Deployables?

- Public Safety operates in a no-fail environment
- This requires a no-fail network
- Deployables are there, just in case

Available
- 50 States
- 5 Territories
- District of Columbia

Scalable
- Planned Events and Unplanned Emergencies
- From Small Single Jurisdiction to Large Multi-State
- Local, State, Federal agency coordination

Accessible
- 24 x 7 x 365
- Nationwide Toll-Free Number (800-574-7000)

76 Dedicated Deployable Assets
- Network Disaster Recovery and Construction & Engineering Reserves

National Integration: Program Foundation
- National Response Framework
- National Incident Management System
- Incident Command System

State Integration: Program Focus
- States’ Emergency Operations Plans
- States’ Communications Interoperability Plan (SCIP)

Local & Agency Integration: Program Capability
- Local and Agency Emergency Operations Plans

2018 - 2019
More than 5x Deployable & Network Requests YoY
The FirstNet Response Operations Group supports public safety incidents where coverage for first responders is not available or requires additional capacity.

Response Operations Group Structure
- **ROG Commander**: Strategic coordination across all factories
- **ROG Section Chief**: Tactical implementation
- **ROG Liaisons**: Task related activity in direct consult with the customer on the ground

What We Do
- **Request Triage**
- **Solutioning**
  - Generator
  - Network optimization
  - Device troubleshooting
  - Interior coverage
  - Deployable assets
Customer Care
800-574-7000
Emergent Incident Request
• Highest priority
• Contractual response time objective (RTO)
• Support public safety incidents where terrestrial coverage is unavailable (e.g., wildfires, search and rescue, manhunt, etc.).

Urgent Request
• High priority, unforeseen event
• Support public safety on short notice (e.g. state funerals, national championship parades)

Pre-planned event, drill, test, or exercise
• Planned events with at least 30 days advance notice (e.g. political conventions, concerts, major sporting events, public safety training exercises/drills)
**SatCOLT**
- Drivable Vehicle
- Triple-redundant power & HVAC
- Quick set up/ tear down
- LTE Band-14 & Commercial band
- Remote management

**FirstNet One™**
- 55-foot aerostat
- Tethered to satellite backhaul trailer
- Lifts 175lb+ payload
- LTE radios and antennas up to 1000 feet
- Large area coverage for 2+ weeks

**Inbuilding Solutions**
- Provide Wi-Fi and/or LTE cellular coverage
- Extend wireless networking
- Multiple tools configured onsite to solve unique needs of the location

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Rapid Deployment Kit

- Ultra-rugged
- Self-contained
- (4) Sonim XP8s
- 300-foot Wi-fi bubble
- Internal battery
- Bluetooth monitoring
- Cradlepoint LTE router and modem

Compact Rapid Deployable

- Quickly deployable
- Mounts on standard trailer hitch
- Onboard generator
- Satellite backhaul capability to FirstNet core network
- LTE Band 14 Small Cell
Response Operations Group often solves coverage issues that do not require a deployable network asset.

- Expedited network repairs (e.g. fiber cuts)
- Generators (e.g. commercial power loss at cell site or microwave location)
- Charging stations
<table>
<thead>
<tr>
<th>Deployables &amp; Network</th>
<th>504</th>
<th>286</th>
<th>173</th>
<th>45</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total Requests</td>
<td>Planned Events</td>
<td>Emergency Events</td>
<td>Urgent</td>
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</tbody>
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**ROG Recent Highlights**

- World Series Parade
- National Mall

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450+ Requests
From public safety agencies so far this year supporting:
- COVID-19 response
- natural disasters
- planned events and more.

4,750+ Network Assessments
completed for state, tribal and federal sites. Including:
- EOCs
- Medical Facilities
- Drive-thru testing sites
- Quarantine centers

Jan. 28
Initial request for COVID-19 support from public safety
Hurricane on East Coast

Photo by Max McKinnon on Unsplash
Wildfire on West Coast
Blizzard in Northwest