

# Newsletter

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## A Hurricane Harvey story

Apollo Towing Service supported first responders during 2017's Hurricane Harvey. Hear why the company subscribed to FirstNet after riding out that historic storm.

[WATCH VIDEO](#)

## Connecting San Antonio first responders every day, in every emergency

San Antonio first responders are getting a major boost in their wireless communications with [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. Thanks to the ongoing FirstNet network expansion taking place across the area, firefighters, EMS, law enforcement, emergency healthcare professionals and more are taking advantage of significant benefits only FirstNet can provide.

FirstNet is built with AT&T in a  
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## First responders partnering with public works

We know you need consistent, reliable communication with those agencies and partners that support your work. Does your carrier understand public safety partnerships? [WATCH VIDEO](#)

## Alamo area sees benefits of FirstNet

**By Leslie Ward**  
President, AT&T Texas

As early adopters of [FirstNet](#), the City of San Antonio and Bexar County have seen firsthand the benefits of this specialized communications platform. FirstNet, the *only* nationwide, high-speed broadband communications platform dedicated to and purpose-built specifically for America's first responders, is equipping first responders and other public safety personnel with the unthrottled access they need. No matter the emergency. This includes firefighters, law enforcement, paramedics, 911 telecommunicators, emergency managers.

FirstNet, Built with [AT&T](#), is bringing the San Antonio public safety community a level of connectivity and advanced capability that's helping to enhance the role  
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## Alamo area seeing benefits of FirstNet

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communication plays in their response. And knowing San Antonio's first responders have access to the leading tools to help them do their jobs is something we can all feel good about.

### FirstNet Impact in Alamo Area

Since FirstNet launched 2 years ago, it's given first responders in all 50 states, 5 territories and the District of Columbia access to the communications platform built specifically for them and the extended public safety community. In San Antonio, it's brought significant benefits to public safety and the community. **For example:**

#### • Day-to-Day Operations:

- Firefighters use **commercial grade modems with Wi-Fi capability** for command vehicles and fire engines.
- Police officers are using **smartphones and in-vehicle laptops** for day-to-day operations and emergency response.

#### • COVID-19 Response:

- In February, the U.S. Department of Health and Human Services requested FirstNet network support for a quarantine center at **Lackland Air Force Base**. While there was quality coverage outside of the quarantine center, service was minimal within the quarantine zone. The FirstNet team at AT&T quickly deployed a new in-building emergency solution to support dozens of first responders.
- FirstNet teams supported the **Cohort Facility**, or the HCA Methodist **temporary hospital, and mobile testing sites** throughout the city, helping to ensure FirstNet connectivity and service was optimal for first responders and emergency response personnel.



Since FirstNet launched, it's given first responders access to the communications platform built specifically for them. In San Antonio, it's brought significant benefits to public safety and the community.

- **Emergency Response: Bexar County** is using [AT&T Next Generation 9-1-1](#), giving public safety improved communications capabilities. Complemented with FirstNet, this gives first responders a robust broadband mobility solution that connects them in a highly secure manner to other first responders and to 9-1-1 Call Centers.
- **Large-Scale Events:**
  - When San Antonio public safety agencies, including the **Southwest Texas Fusion Center**, managed a large, multi-day sports event, they relied on FirstNet to provide the bandwidth needed to [create a common operating picture](#) for hundreds of first responders.
  - With the event drawing hundreds of thousands of visitors to San Antonio first responders on FirstNet found the platform to be just what they needed to access and share the critical information they needed in a timely manner. Watch their [story](#).

"It is extremely reassuring that FirstNet provides our first responders a reliable and highly secure network, not only for day-to-day operations, but, also that the FirstNet team can provide additional, event-specific solutions as unique situations arise, like for makeshift hospitals or quarantine

centers," said **Aric Jimenez, Special Projects Manager, Southwest Texas Fusion Center**.

#### Prepared for the Next Emergency

With FirstNet, public safety's mission is the priority. When public safety agencies on FirstNet respond to an incident – whether it be a hurricane, wildfire or tornado or man-made disaster – we're there by their side. We're helping coordinate public safety's needs. And we're working to deliver for the men and women our communities count on most.

In addition to San Antonio agencies, surrounding area public safety agencies, such as **City of Cibolo, City of Boerne, Kendall County, and Universal City**, are also subscribed to FirstNet and experiencing the benefits for their first responders and the community.

Public safety agencies on FirstNet also have access to a [FirstNet fleet](#) of dedicated deployable network assets. These portable cell sites are designed to keep FirstNet subscribers connected to the information they need, no matter where their mission takes them. **This allows first responders to communicate and coordinate their emergency response, or aid in recovery, even in the hardest hit areas or most remote parts of the country.**

And they're available to public safety  
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## FOCUS ON SAN ANTONIO

# Alamo area seeing benefits of FirstNet

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agencies on FirstNet at no additional charge for planned and emergency events. FirstNet Response Operations at AT&T – led by former first responders – guides the deployment of the FirstNet deployable assets based on the needs of public safety.

In the [midst of hurricane season](#), city officials and public safety recently conducted simulations with the city's emergency operations center that included a mix of hurricane and pandemic scenarios.

First responders across the country have relied on FirstNet assets for reliable communications during the [COVID-19](#) pandemic. This exemplifies the need and importance of having a network purpose-built for public safety. As America's first responders traverse the country and its territories, they know they can turn to their network for the connectivity they need.

"The San Antonio Fire Department is committed to protecting our community from all hazards," said **Charles Hood, San Antonio Fire Chief**. "The men and women of our department can count on FirstNet to deliver a

network that is designed to provide optimal levels of operational capability at all times and wherever they need it. Our community can also rest well knowing the FirstNet fleet of deployable assets can provide us critical supplementary resources enabling us to be prepared for any kind of scenario."

FirstNet is built with AT&T in public-private partnership with the First Responder Network Authority – an independent government authority. As public safety's communications network partner, we have a responsibility unlike any other network provider. We're helping deliver on the vision of the first responder community, with dedicated, advanced services built to mission-critical standards. It's clear FirstNet stands above commercial offerings, and **more than 13,000 subscribing public safety agencies and organizations – accounting for over 1.5 million connections** – would agree.

*Leslie Ward is President, AT&T Texas. She works closely with community and business leaders, elected officials and others at AT&T to continue bringing the most advanced communications and entertainment technologies and services to Texas communities.*

## First Responder Agencies:

# FREE SMARTPHONE FOR LIFE\*

Available with a new activation or eligible upgrade on a 2-year service agreement or AT&T installment 30-month agreement.\*

\*Available only to First Responder Agencies, including Medical Emergency Departments, for their Agency Paid Users on FirstNet Mobile—Unlimited for Smartphone line. 2-year agreement: Upgrade your smartphone with a new eligible smartphone every two years at no additional cost for as long as your service plan is in effect and in good standing. Pay \$0.99 for eligible smartphone at purchase, credited back within 3 billing cycles. Upgrade requires new 2-year agreement. AT&T Installment 30-month agreement: Upgrade your smartphone with a new eligible smartphone every time you satisfy your current AT&T Installment agreement and sign a new one for no additional cost for as long as your service plan is in effect and in good standing. For both agreements, tax on full retail price due at sale. Activation and other fees, taxes, charges and restrictions apply. [SEE DETAILS](#)

# FOCUS ON SAN ANTONIO

## Connecting San Antonio first responders every day, in every emergency

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public-private partnership with the FirstNet Authority – an independent agency within the federal government. That's why we have a [responsibility](#) unlike any other network provider. And unlike commercial networks, FirstNet provides real, dedicated mobile broadband when needed with *always-on* priority and preemption for first responders. This helps ensure Alamo area first responders connect to the critical information they need – every day and in every emergency.

We've deployed Band 14 spectrum across the area, bringing increased coverage, capacity and capabilities for public safety. Band 14 is nationwide, high quality spectrum set aside by the government specifically for FirstNet. We look at Band 14 as public safety's VIP lane.

During an emergency, this band – or lane – can be cleared and locked just for FirstNet subscribers. That means only those on FirstNet will be able to access Band 14 spectrum, further elevating their connected experience and emergency response. That's unique in the industry and something public safety won't get anywhere but on the FirstNet network.

With FirstNet, it's about where first responders need connectivity – that's what is driving our FirstNet build. We're



San Antonio agencies on FirstNet also have 24/7 access to a nationwide fleet of 76+ land-based and airborne deployable network assets.

giving San Antonio first responders a level of support that's far beyond anything they've ever seen. And I'm proud of how FirstNet has been delivering for San Antonio's first responders and the community they serve when help is most needed.

### Unparalleled Emergency Support

San Antonio agencies on FirstNet also have 24/7 access to a nationwide fleet of 76+ land-based and airborne deployable network assets. These portable cell sites can be deployed for planned events or in [emergencies](#) at no additional charge. FirstNet Response Operations – led by former first responders – guides the deployment of

the FirstNet deployable assets based on the needs of public safety. The early impacts of FirstNet have been real, tangible and, at times, lifesaving. It's been bringing public safety a level of connectivity and advanced capability that's helping to transform the role communications plays in their emergency response. And the COVID-19 health crisis illustrates why public safety fought for the creation of FirstNet: public safety's network is being tested in a completely new way, and it's hitting the mark.

Learn more about the value FirstNet is bringing to public safety at [FirstNet.com](https://www.firstnet.com).

## OTHER NEWS

### Supporting public safety with deployables

The **Police Executive Research Forum** examined how FirstNet dedicated deployables are helping enhance communications for public safety during planned and unexpected events. This includes hurricanes, wildfires and other natural disasters, as well as major sporting events and festivals, and other large gatherings that can strain the capacity of commercial cellular networks.

[READ THE REPORT](#)



### The digital tools you need now, more than ever

During this critical time, we are learning to navigate in different ways. As more and more people are working remotely, online resources have become a very important part of our daily routine.

Learn how to manage your products and services with free courses that show you how to navigate the tools you need, including Uplift and FirstNet Central. Register today for our instructor-led training courses available to you and your colleagues.

[REGISTER TODAY](#)