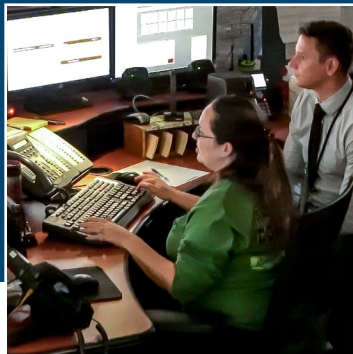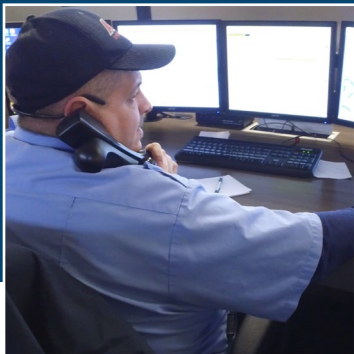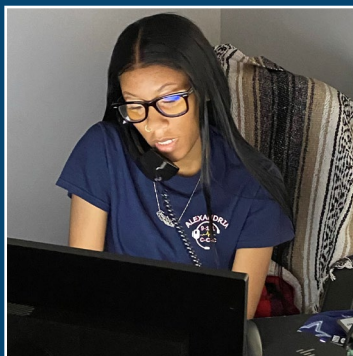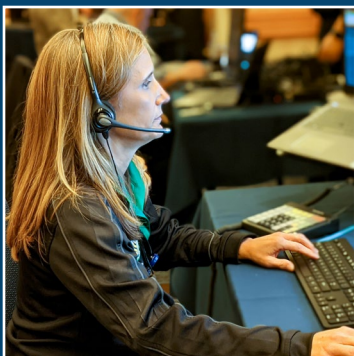# FirstNet for 911 Telecommunicators

As a 9-1-1 Telecommunicator, you know that speed is of the essence. The faster you can deliver accurate, robust information to on-scene responders, the safer our communities are. FirstNet provides our nation's emergency communicators with a secure, reliable broadband connection to communicate with both the public and first responders.

Always-on connection, innovative tools

As the first touchpoint during an emergency, you need a network you can count on to relay information to first responders in the field. FirstNet provides a reliable network that includes priority, preemption, and quality of service—key features that ensure your communications are heard, even when networks are congested.

The FirstNet network also enables you to:

- Quickly and reliably connect to first responders in the field and other agencies and jurisdictions, as an emergency unfolds.
- Track assets and personnel.
- Have the ability to "uplift" all users, including extended primary users, to a higher priority status when needed.
- Stream high-volume data—including videos, photos, and texts—to and from your Public Safety Answering Point (PSAP) or Emergency Communications Center (ECC) to the field.
- Access 150+ FirstNet-dedicated network deployable assets, available at no cost to FirstNet subscribers, which can be used to reestablish a network connection to your ECC during a disaster that destroys existing infrastructure.

Quality of service, priority, and preemption

FirstNet's high-quality Band 14 spectrum is reserved for public safety. Because of FirstNet's built-in priority and preemption capabilities, first responders stay connected even when commercial networks are overloaded.

FirstNet supports:

Mission critical applications
- CAD
- Criminal queries/databases
- Incident Management
- Record Management Systems
- GIS/mapping
- Weather/traffic
- Video sharing
- Emergency guides
- Push-to-talk

Administrative applications
- Email/text/calendar
- Office tools (PDF, Word)
- Records management
- Reporting
- Database access
- Medical references

Secure connectivity
- Strong user authentication
- Application VPN
- Secure mobile gateway
- Mobile Device Management (MDM) policy controls
- End-to-end encryption

Remote call-taking

You can combine existing E9-1-1/NG9-1-1 call handling remote laptop solutions with FirstNet Ready™ smartphones and Wi-Fi devices for highly secure connectivity to set up remote call taking. This allows staff to handle dispatch and calls from home or other remote locations when physical access to the ECC is not possible.

Transport diversity for CAD and Call Handling

You can use the FirstNet LTE network to route calls if the terrestrial network fails. Systems can be designed to use FirstNet as a secondary or tertiary network for transport diversity.

Lowered barrier-to-entry to cloud-based intelligent dispatching

You can tie into third-party, cloud-based solutions and applications that route video and IoT feeds back into the 9-1-1 Call Center for more intelligent dispatching and routing. Applications like cloud-based CAD solutions can have a direct connection back to the ECC and can also utilize FirstNet to deliver critical information out to the field.

Mobile communication directly with first responders in the field

FirstNet can connect your ECC to the people, units and resources in the field wirelessly. So, you can use FirstNet to relay critical information to first responders and complement existing radio network communications.

Additional information:

- For use cases and testimonials, visit **FirstNet.gov/FirstNetinAction**.
- For more info about how FirstNet serves the 911 Telecommunicator community, visit **FirstNet.gov/911**.
- Learn more about the First Responder Network Authority at **FirstNet.gov.**
- Learn about FirstNet products and services on **FirstNet.com**.

info@FirstNet.gov | FirstNet.gov f   [in] [▶] @firstnetgov