FirstNet® Authority

Understanding the FirstNet Deployable Program
High-impact solutions for public safety operations

What is provided?

- More than 80 assets are in the fleet **dedicated to FirstNet users**, including FirstNet Satellite Cell on Light Truck (SatCOLT) and Satellite Cell on Wheel (SatCOW) deployables
- Agencies subscribing to FirstNet services can request deployable support 24/7 for disasters, critical incidents, and planned events
- Provided at **no cost to FirstNet subscriber agencies**, including associated support costs (fuel, personnel, satellite airtime)
- FirstNet deployables are distributed strategically throughout the United States

How does it work?

- Can provide several miles of coverage (dependent upon site conditions)
- Typically radiates Band 14 for best public safety experience
- SatCOLTs establish backhaul via satellite
- 14-hour on-air objective for emergent incident responses
- Deployables are intended to support FirstNet users with FirstNet capable devices - not consumer cellular traffic

Who do you call?

- Call FirstNet Customer Care: **1-800-574-7000**
- Be prepared to provide your FAN (Foundation Account Number)
- Initial call information will be referred to the FirstNet Response Operations Group at AT&T who will process the request on behalf of AT&T

Incident command, staging, triage sites

Smaller, localized groups of users are ideal for FirstNet WiFi hot spots – making it easy to provide reliable comms to key personnel regardless of their devices.

30 days notice required for planned events

Coordinate through FirstNet Customer Care.

info@FirstNet.gov | FirstNet.gov | 571-665-6100   f 𝕏 ⌾ in ▶   @firstnetgov

What information will you need to provide?

- Describe communications needs
- Provide incident conditions such as environmental concerns
- Specify the area requiring coverage
- Discuss terrain and access such as road conditions, steep inclines, sharp curves, wash-outs or roadway/bridge restrictions. State if an escort will be required.
- If unit is to be placed on a parking garage or other structure, provide height or weight restrictions, turning radius within building, etc.

Site setup requirements

- Is the site secure?
- Every deployable must have a minimum 100' safety perimeter, and should be placed at least 500' away from a command post or other areas with heavy responder radio traffic
- Satellite requires a clear unobstructed view of the southern sky
- Deployable generators will be refueled by AT&T, thus ongoing access is required
- Once on site, deployables can be managed remotely from the network operations center – it is not necessary for technicians to remain on site

Use satellite resources wisely!

- Deployables are dependent on satellite connectivity
- Satellite bandwidth is a very limited resource and does not compare to the backhaul capabilities of terrestrial connections like fiber
- Only stream video or use other high-bandwidth applications if they are necessary to the mission
- Educate other users on the need to preserve bandwidth for mission critical applications

Did you know?

- AT&T also offers three Flying Cell on Wings (COWs) and one aerostat – FirstNet One – to FirstNet subscriber agencies.
- FirstNet One is a 55-foot blimp for use after major incidents or natural disasters. It can give responders wide-scale portable connectivity, staying in air for about two weeks and flying up to 1,000 feet.
- These assets are also available 24/7 at no additional charge to agencies subscribing to FirstNet services. The FirstNet Response Operations Group at AT&T will determine the best use of assets and vehicle platforms to address the mission needs based on the information provided.

Proven assets

More than 750 requests were made for deployables to support public safety operations in 2020. The dedicated assets have helped FirstNet users responding to COVID testing and hospitalization sites, including the USNS Comfort and USNS Mercy; wildfires in the west; Hurricanes Isaias, Laura, Sally, Delta, and Zeta; and several planned events across the country.

Band 14 devices

By limiting access to FirstNet SIMs and Band 14 devices, public safety spectrum is completely dedicated to responders at the incident or event

Plan ahead

Put your plan in place for accessing and using FirstNet services before you need them!

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