



# Understanding the FirstNet Deployable Program

## High-impact solutions for public safety operations

### What is provided?

- More than 150 assets are in the fleet **dedicated to FirstNet users**, including FirstNet Satellite Cell on Light Trucks (SatCOLT), Satellite Cell on Wheels (SatCOW), Flying Cell on Wings (COWs), Compact Rapid Deployables (CRDs), three communications vehicles, and one aerostat.
- Agencies subscribing to FirstNet services can request deployable support 24/7 for disasters, critical incidents, and planned events.
- They are 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?

- There are multiple ways to request a deployable from FirstNet.
- The easiest way to request is to use the online request tool in FirstNet Central. This button is available to agency account managers and those users who have been designated as an uplift manager. The online tool will take you through the entire request process in about 5-10 minutes, and pre-fill many of the fields based on the information in your user account.



### 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.

- FirstNet subscribers can also contact FirstNet Customer Care (1-800-574-7000) and specifically state, “I need to request a deployable asset.” The caller should be prepared to provide the agency’s Foundation Account Number (FAN). 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

## 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 Flying Cell on Wings (COWs) and communications vehicles to FirstNet subscriber agencies.
- 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 1,200 solutions were deployed in 2022. Deployables 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, Zeta, and Ian; and planned events across the country.



## Band 14 devices

By limiting access to FirstNet SIMs and Band 14 devices, public safety spectrum can be 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.