

# FirstNet Rapid Response

Powered by 3GPP Mission-Critical Performance



## Instant Communications integrated with 3GPP mission-critical performance

### Mission-critical communication standards integrated in a feature-rich push-to-talk solution built with and for public safety

FirstNet, Built with AT&T, in public-private partnership with the FirstNet Authority, is bringing public safety users a new option to help improve the way they connect to the critical information they need.

**FirstNet Rapid Response** is a mission-critical based push-to-talk solution that offers FirstNet-eligible customers a 3GPP-based solution that combines a rich set of features with mission-critical performance on the FirstNet Network:

This exciting new offer provides powerful features that include:

- **User Profiles and Roles** - Make it possible for the Rapid Response admin to manage users through templates that they can assign to each Rapid Response user to choose from when logging in.
- **Operational Status Messaging** – Quickly send instant or form messages to dispatchers or authorized users in selected talk groups.
- **Emergency Calling** – Users can declare a state of emergency, which prioritizes their call over all other

push-to-talk traffic. Functionality is available within the app or via hard key on select devices.

- **User Check** – Authorized users can remotely monitor another user's battery level, signal strength (Wi-Fi and cellular) and current location. Available on select operating systems.
- **User Disable/Enable** – Authorized users can remotely disable and enable FirstNet Rapid Response and secure messaging on user devices. This does not include disabling the device.
- **Video Streaming** - Users can also select a streaming video option to send and receive near real-time streaming video to individual users, defined groups, or ad hoc groups. Users can even simultaneously stream video while receiving/initiating push-to-talk call.

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## Benefits

- Integration into the FirstNet Network with Mission Critical Quality of Service treatment on the FirstNet Network. Mission Critical QoS ensures voice and data traffic have the highest priority on the FirstNet network.
- Simple, seamless migration from the AT&T Enhanced Push-to-Talk service, which is FirstNet Ready®. Existing FirstNet customers who have AT&T Enhanced push-to-talk can easily migrate their service and talk groups to this new public safety service.
- Take advantage of a large variety of devices, accessories, and platforms to support users.
- Integrate with Motorola's Critical Connect solution. Critical Connect provides a consistent framework and user experience for LMR-LMR and LMR-broadband systems across all LMR technologies (P25, DMR and analog. (Critical Connect is sold separately by Motorola and not part of the FirstNet Rapid Response offer.)

## Use the devices that work best for you

FirstNet Rapid Response users can choose from a wide range of devices and platforms, many which would already be familiar to AT&T Enhanced Push-to-Talk users. Choose from a growing list of **FirstNet Ready®** smartphones, tablets, and push-to-talk-centric devices that are tested and certified through the FirstNet device approval process to ensure optimal performance.

See a list of supported devices at [firstnet.com/FirstNetRapidResponse](http://firstnet.com/FirstNetRapidResponse).

## Interoperable with Land Mobile Radio (LMR)

FirstNet Rapid Response can seamlessly interoperate with almost any Land Mobile Radio (LMR) system, helping to extend your coverage, grow capacity, and provide a layer of redundancy while offering you advanced features not typically available on your radio.

## Manage talk groups, contacts, and more with the web-based Corporate Administration Tool (CAT)

Administrators can create talk groups and contacts and push them to devices in near real-time. This helps to eliminate the need to physically configure individual devices.

Designed for medium to large organizations, the CAT offers an interface that allows organizations to manage authorized user access, set user modes and client app versions. You can access the tool on multiple devices via a browser.

## Security

FirstNet Rapid Response is a highly secure solution designed to meet the needs of first responders. The FirstNet network applies standard 128-bit LTE wireless encryption. In addition, FirstNet Rapid Response applies Advanced Encryption Standard (AES)-256-bit encryption to voice, data, and video.

## More than just voice

Today's critical communications extend beyond just voice communications. First responders need a full suite of capabilities to provide situational awareness. With FirstNet Rapid Response, users can communicate one-to-one or one-to-many, just like a radio, while appreciating the convenience of a mobile phone.

While voice remains the primary feature for public safety push-to-talk users, texting and file sharing and streaming video, built to the mission critical standards, allows public safety users to share rich and detailed information that may be impractical to share via other means. Afforded the highest priority of any data service on the FirstNet network and built for robust reliability, sharing of multimedia files enables greater situational awareness and more informed decision making.

Users can track and share their location, send and receive highly secure messages (including PDFs, pictures, video) and communicate with Land Mobile Radios.

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## Easy management with integrated dispatch

As a supervisor, you can direct the action on the ground from your desktop or laptop computer with the **FirstNet Rapid Response Web Dispatch** solution. Guide your team and locate and communicate with individual members or teams. For time-sensitive communication, you can even override the push-to-talk communication channel to deliver important messages with the click of a mouse. Key features include:

- Simultaneous sessions (Dispatch)
- Affiliation monitoring (Dispatch)
- Remote affiliation (Dispatch)

## FirstNet Rapid Response Standard key features

- 1-to-1 calling and alerts
- Group calling
- HD voice
- Presence, so you can see who is online
- Up to 3,000 users per talk group (subject to network capacity)
- Ability to make emergency calls (which preempt other PTT calls) and send emergency alerts
- Location and mapping services
- Location-based groups
- Integrated secure messaging to groups or individuals

## FirstNet Rapid Response Advanced includes all the standard features plus:

- Emergency calling and alerts
- User check and monitoring
- User enable and disable
- Discreet listening
- User profiles and roles
- Large talk groups (up to 3K active at a time)
- Operational status messages

## In Summary

FirstNet Rapid Response provides the benefits of FirstNet with a push-to-talk solution that delivers on the capabilities important to public safety.

- Mission-critical Quality of Service (QoS) provides priority and, for first responders, preemption capabilities
- Features based on 3GPP MCPTT standards
- Always-on, highest priority – never competing with commercial traffic
- No throttling: no speed limits on voice, text or data
- Highly secure environment through a dedicated core that routes and encrypts network traffic
- Uses Band 14 spectrum to extend and expand capacity and coverage.

## Migrating AT&T Enhanced push-to-talk

To make migration easy for existing AT&T Enhanced push-to-talk (EPTT) customers, we have made sure that FirstNet Rapid Response works with the existing AT&T EPTT app. FirstNet Rapid Response customers will benefit from MCPTT performance and features, with no need to download an additional application to the device. There's no learning curve!

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## Pricing

All prices exclude applicable taxes, fees, and surcharges. All fees paid are non-refundable.

Plan	Description	Monthly Recurring Charge
FirstNet Rapid Response Subscription <sup>1</sup> Standard	Unlimited FirstNet Rapid Response use <sup>2</sup>	\$12.00/per user
FirstNet Rapid Response Subscription <sup>1</sup> Advanced (Includes \$5.00 per user/month interop fee)	Unlimited FirstNet Rapid Response use <sup>2</sup>	\$27.50/per user
FirstNet Rapid Response Subscription <sup>1</sup> Standard MCPTT ONLY - FEATURE PHONE	Unlimited FirstNet Rapid Response use <sup>2</sup>	\$29.00/per user with subsidized device \$21.00/per user without subsidized device
FirstNet Rapid Response Subscription <sup>1</sup> Standard WIFI & Cross Carrier ONLY	Unlimited FirstNet Rapid Response use <sup>2</sup>	\$20.00/per user
FirstNet Rapid Response LMR <sup>3,4</sup> Interoperability Add-On (Standard offer) (Included in Advanced offer)	Unlimited communication between FirstNet Rapid Response users and LMR users	\$5.00/per user
Streaming Video Add-On	Video steaming feature to push or pull video to individuals or groups	\$20.00/per device
Web Dispatch Solution	Web browser solution to manage daily operations, locate users, send, and receive individual or group calls, send highly secure messages and files.	\$260.00/per seat
Web Dispatch Solution + Video	Web Dispatch Solution with streaming video feature	\$300.00/per seat
Plan	Description	One Time Charge
RoIP LMR Interop Site License <sup>3,4,5</sup>	Site licensing fee for each RoIP Gateway	\$2,500
ISSI LMR Interop Site License <sup>3,4,5</sup>	Site licensing fee for Inter-Subsystem Interface (ISSI)	\$7,500
CSSI LMR Interop Site License <sup>3,4,5</sup>	Site licensing fee for Inter-Subsystem Interface (ISSI)	\$7,500

- (1) Requires a FirstNet Capable device w/ a FirstNet SIM with an existing FirstNet wireless rate plan and a Rapid Response subscription. See [www.firstnet.com/rapidresponse](http://www.firstnet.com/rapidresponse) for details. Not eligible for contract-based discounts.
- (2) "Unlimited" applies to use of FirstNet Rapid Response on AT&T's U.S. domestic wireless data network footprint (including supported domestic roaming partners with a connection to the FirstNet Core). Such FirstNet Rapid Response usage does not count as part of the usage or data allowance under FirstNet Wireless voice or data plans. Use of FirstNet Rapid Response while roaming on partners who do not have connection to the FirstNet Core is not supported. Video may be ltd to SD. Speed, usage & other restrictions apply.
- (3) Requires a FirstNet Rapid Response subscription.
- (4) Requires installation of customer owned and operated equipment.

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- (5) Provides voice bridge connection from FirstNet Rapid Response Solution users to Land Mobile Radio Push-to-Talk users. Requires compatible interoperability equipment not sold by AT&T. Requires VPN Connectivity to FirstNet Data centers via separately quoted FirstNet Solution or Customer provided VPN connectivity.

**General** - FirstNet Rapid Response, as described in this product brief is available only to eligible customers with a qualified agreement ("Qualified Agreement") found at [www.firstnet.com/rapidresponse](http://www.firstnet.com/rapidresponse). FirstNet Rapid Response is subject to (a) the terms and conditions found at [www.FirstNet.com](http://www.FirstNet.com) ("Additional Product Terms"), (b) the Qualified Agreement; and (c) applicable sales Information. For government customers, any Additional Product terms not allowed by applicable law will not apply, and the Qualified Agreement will control in the event of any material conflict between the Qualified Agreement and the Additional Product Terms.

FirstNet Rapid Response is available to FirstNet Public Safety Entities, their Agency Paid Users and their Subscriber Paid Users with a qualified FirstNet rate plan and a FirstNet Rapid Response subscription found at [www.firstnet.com/rapidresponse](http://www.firstnet.com/rapidresponse). FirstNet Rapid Response may not be available for purchase through all sales channels or in all areas and may not be accessible at all times. Additional hardware, software, service and/or network connections may be required to access FirstNet Rapid Response. Availability, accessibility, security, delivery, speed, timeliness, accuracy, and reliability are not guaranteed.

**Requirements** – FirstNet Rapid Response requires LTE wireless connectivity on the AT&T cellular network and the use of a FirstNet Rapid Response supported wireless device with a FirstNet (Black) SIM. FirstNet Rapid Response does not require a separate client and may already be installed on a supported wireless device using AT&T Enhanced Push to Talk. If not and when available, use of the FirstNet Rapid Response on supported feature phones, smartphones and tablet devices requires download and installation of the AT&T Enhanced PTT client software on such devices. Management of the service via the Corporate Administration Tool requires the use of a supported browser on a suitable device. Data service/plan requirements vary by device category.

LMR-to-LTE interoperability requires purchase of additional third-party equipment, which may include Radio Over Internet Protocol (RoIP) Gateway equipment and software licenses and secured IP connectivity between the Customer's location(s) and AT&T data centers, which may include wired Internet or wireless data connectivity.

**Technical** – FirstNet Rapid Response is not compatible with circuit-switched voice calls or certain other FirstNet wireless services, including, without limitation, voice mail/Visual Voice Mail, AT&T Address Book, and Wireless Priority Service.

Wireless data coverage is not available in some areas and is subject to transmission, terrain, system, capacity and other limitations. FirstNet Rapid Response is not available in areas served by certain Small Cell sites. Use of FirstNet Rapid Response when roaming on AT&T domestic roaming partners is dependent on the partner having connectivity to the FirstNet Core.

When operating on such roaming partners' networks, subscribed devices will indicate the service provider as AT&T or FirstNet. When roaming with domestic or international roaming partners that do not display AT&T or FirstNet as the service provider, FirstNet Rapid Response may not support all features, including

prioritization. Use of FirstNet Rapid Response while roaming internationally will be charged at AT&T's standard international roaming rates. FirstNet Rapid Response may not work if accessed via a custom Access Point Name (APN) and will not work if accessed through a firewall or a VPN, or from a network that does not meet the specified network access criteria found at [www.FirstNet.com](http://www.FirstNet.com).

To use FirstNet Rapid Response application must be installed on a FirstNet certified device, and the device must be activated and turned on. Use of non-certified devices is not supported. A list of certified devices is available at [www.firstnet.com/rapidresponse](http://www.firstnet.com/rapidresponse) which is subject to change. Not all service features and functionality, including prioritization on specific feature phones, are available on all certified devices. Other software on a user's device may impair the performance of FirstNet Rapid Response. FirstNet Rapid Response is not compatible with devices provisioned through the Control Center platforms. See a FirstNet representative for details.

**Usage** - Data service/plan requirements vary by device category. Data usage incurred by FirstNet subscribers within AT&T's U.S. domestic wireless data network footprint (including supported domestic roaming partners) in connection with FirstNet Rapid Response will not be charged against the Customer's associated data plan. All other data usage will be charged at AT&T's scheduled rates.

Customer and its Users must accept the Additional Product Terms prior to installation and/or use of the FirstNet Rapid Response software. Customer must accept the Additional Product Terms as the party liable for each Agency Paid and Subscriber Paid User and agrees that such Users will comply with the obligations under those terms. Customer is responsible for providing each Agency Paid User of a subscribed mobile device with a copy of the Additional Product Terms. The Customer and its Agency Paid Users are individually and jointly liable thereunder. Unless otherwise prohibited, this offer is subject to change, and may be modified, terminated, or discontinued at any time without notice.

**Data Privacy** - Customer must comply with all applicable privacy, consumer data protection laws, marketing and data best practices, and all laws that apply to collecting, accessing, storing, processing, using, disclosing and securing user data, including any obligations to notify and obtain consents of Users regarding any Customer or AT&T access to Users' personal information. Use of the Mutual Aid request feature gives Customers the ability to see the identity of other FirstNet Rapid Response Users and, if approved by another customer, its users. Similarly, the identity of Customer will be visible to other customers, and Customer may make available the identity of its Users.

AT&T may use and distribute information regarding the use of FirstNet Rapid Response both internally and to its pertinent suppliers to provide FirstNet Rapid Response, to improve its product performance or to develop new products. Use of FirstNet Rapid Response constitutes consent to AT&T's limited use and distribution of Customers' FirstNet Rapid Response information. The collection and use of such information is governed by the FirstNet Privacy Policy found at: <https://www.firstnet.com/privacy-policy>.

FirstNet Rapid Response provides mission-critical performance, high availability PTT calling on a nationwide LTE network.

**For more information, contact your FirstNet Solutions Consultant or visit [www.firstnet.com/rapidresponse](http://www.firstnet.com/rapidresponse).**