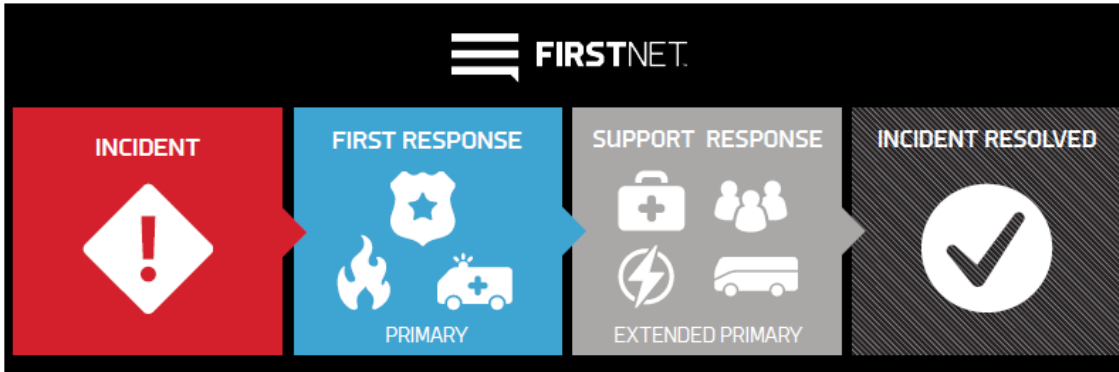


Connected in a Crisis



Elevated priority status and improved communication.

First responders arrive at scene and begin to resolve issues.

Support responders assist first responders at the scene.

Responders leave scene and public resumes normal operations.

FirstNet unites first responders in real time to those who support them by bringing the entire responder community together to work faster, safer and more secure.

- From the start of the incident, to the arrival of first and support responders on the scene, to the resolution, FirstNet provides the opportunity for a seamless communications platform.
- Speeding up response time and helping to give responders vital situational awareness every step of the way.

Crisis Scenarios

! Severe Traffic Incident

Potential Hazards <ul style="list-style-type: none"> • Inclement weather • Massive road traffic • Network congestion • Potential hazmat need • Multiple injuries/fatalities 	Support Services Activities		
	Wrecker Service Safely remove vehicles to clear traffic	Trauma Center Coordinate with EMS and treat injured individuals from site	Public Health Assess and meet environmental health needs like chemical spills
	Excavation Facilitate heavy equipment for excavation of debris after an event	Construction Provide resources to repair any damaged infrastructure	Engineering Survey impacted infrastructure to ensure the integrity of structures

Many potential hazards at play can affect how first responders and support responders resolve the situation.

Communication and collaboration are critical to resolve the crisis as efficiently as possible.

! Natural Disaster

Potential Hazards <ul style="list-style-type: none"> • Injuries/fatalities • Collapsed infrastructure • Flooding and water damage • Fallen trees and powerlines • Pollution and waste 	Support Services Activities		
	Regional Transit Support evacuation efforts for impacted areas	Red Cross Support, care for and provide relief to evacuees	Utility Company Secure and restore power and water to all damaged sites
	Public Health Oversee mass patient care and relieve EMS	Public Works Assess and maintain all roads, bridges and dams	Search and Rescue Coordinate with first responders to locate any missing persons

With FirstNet, each support responder is united to the first responders and all other support responders to work as a solid unit through the innovative platform.

In the chaos of a disaster, FirstNet can provide peace of mind to those hard at work with the support they need to do their jobs safely and effectively.

Eligible Users and Functions

Please use the following information to assist in determining a customers' employees FirstNet eligibility.

Important: Sellers should utilize the FirstNet Eligibility Guidelines before initiating the sales process to ensure understanding and confirmation of the customer eligibility. The information below is to assist in providing a summary and is not the full eligibility guidelines. Contact the FirstNet Retail Specialist for additional eligibility questions.

Category	Approved Users	Eligibility
Public Sector Federal, State, County, Local, Tribal, Territory Entities	<ul style="list-style-type: none"> Sworn Law Enforcement Paid or Volunteer Fire Fighters Certified/Registered EMT Ambulance (Emergency) 911/PSAP (Public Safety Answering Point) Emergency Operations Center - Authorized Personnel responsible for Management & Implementation (excludes participants) Public Administration: Executive Offices (President/Vice President, Governor, Lt. Governor, Mayor, Deputy Mayor, Tribal Leadership) 	Primary
Private Sector Industries	Users assigned to private sector industries who may have primary eligibility listed above (Law Enforcement [Sworn], Certified/Registered EMT, Paid or Volunteer Fire Fighters, Ambulance (Emergency)) with appropriate documentation should apply for Primary Eligible status.	Primary
Airport & Airport Authority	Emergency Operations Centers – Management and Administration within Airport	Extended Primary*
Broadcast & Media	<ul style="list-style-type: none"> Machine to Machine Engineers responsible for broadcast equipment maintenance and support 	Extended Primary
Education K-12 + Higher Ed	Law Enforcement (Sworn)	Primary
	<ul style="list-style-type: none"> Private Security Bus Transportation (Drivers/Dispatch) Faculty and Admin participating in emergency safety operations (5-10 users/site) 	Extended Primary*
Energy & Utilities	<ul style="list-style-type: none"> Users & Equipment used in the dispatch and response of personnel at time of incident or crisis in support of public safety <ul style="list-style-type: none"> Dispatch and Drivers Field Technicians Critical Infrastructure: IT Personnel and devices (IOT) supporting Voice & Data Communications in support of Public Safety [excludes SmartGrid devices] Full-time Executive/Management personnel designated by entity as the decision maker and implementer of an Emergency Operations Plan/Disaster Recovery Plan at the time of an emergency or crisis 	Extended Primary* Note: Electric and Gas utilities must be listed as state public utility; Verification Documentation needed for all other
Ground Transportation Bus Transportation; Freight Trucking; Towing/Wrecker)	<p>Users & Equipment used in the dispatch and response of personnel at the time of incident or crisis in the support of public safety</p> <ul style="list-style-type: none"> Dispatch and Drivers (Bus/Truck/Rig & Wreckers) <p>Limited to those users supporting First Responders during a time of Emergency (requires documentation for validation)</p>	Extended Primary*
Healthcare	Trauma Center/ER & Other medical personnel deemed critical to ER Services	Primary
	<ul style="list-style-type: none"> Medical Personnel deemed necessary to support ER services IT Personnel & devices (IOT) supporting Voice & Data Comm for First Responder Mission 	Extended Primary
	Medical Transport – Non Emergency	Extended Primary*
Private Security	<ul style="list-style-type: none"> Dispatch & Incident Response* Private Security resources contracted to provide public safety services <p>*Private Security Firms may not purchase Primary even for Sworn Law Enforcement. Primary Eligibility for Sworn Law Enforcement may only be covered by the official law enforcement entity providing employment to the Sworn Law Enforcement user role</p>	Extended Primary* Note: Requires proof of State Certification as a Private Security entity

*Verification documentation is required