FirstNet® benefits

FirstNet is America's only exclusive nationwide communications platform for first responders and those who support their vital mission. It provides highly secure and prioritized network access. With FirstNet, you can access the features you need, when you need them most.

Benefits of using FirstNet

FirstNet offers the following features:

- Reliable, interoperable, high-speed LTE network core dedicated to public safety communications. The network connects law enforcement, fire services, emergency medical services, and other first-responder organizations.
- Priority and preemption with First Priority®. This gives first responders first-in-line access during network congestion.
- No throttling of data anywhere in the U.S.
- Available end-to-end security. Features redundancy, dedicated support, and highly secure, reliable applications for first responders.
- Uplift incident management.
- Deployables, such as satellite cell trucks, for increased capacity. These are dedicated exclusively for public safety use during both planned activities and disaster recovery.
- Local control and visibility over network status, user and device management, device activation, billing, and application management.
- Public safety ecosystem to manage full array of Internet-connected devices, from vehicles to mobile apps. Includes real-time network intel and diagnostics, automation, security, alerts, performance monitoring, and cost management.

Migrate to a FirstNet SIM card from an AT&T SIM card

To connect to the FirstNet network, you need a FirstNet SIM card. If you're a FirstNet subscriber, you can get a FirstNet SIM card in any of these ways:

- Go to your local AT&T store or an AT&T authorized retailer and pick one up.
- Call FirstNet Customer Service at 800.574.7000.
- Order online when you purchase or upgrade to a FirstNet Ready™ device.
  Note: FirstNet SIM cards aren't available separately online.

Your FirstNet SIM card is pre-activated when you order a new line of service and a new device or when exchanging the SIM card in your current device.

If you port (transfer) over your phone number to a new line of service or upgrade your device, you'll need to manually activate your FirstNet SIM card. See Activate and install your FirstNet SIM card.

Why is FirstNet Ready device required?

To take advantage of all the benefits FirstNet offers, you need a FirstNet Ready device and a FirstNet SIM card. Benefits include support for First Priority for first responders. You also get access to Band 14, which represents 20MHz of 700MHz spectrum and provides good coverage in urban and rural areas. You can purchase a new device that's already FirstNet Ready. See our list of FirstNet Ready devices.

The following table summarizes the differences between a device that's FirstNet Ready and one that isn't:

FirstNet Ready device	FirstNet non-Ready device
Device is AT&T-certified.[1]	Device can be either AT&T-certified or from a source other than AT&T.
Device manufacturer provides a software update that enables the device and all of its features to work on FirstNet.	Device manufacturer does not provide a software update. Some features, such as voice communication, may not work when used on FirstNet.
When you install a FirstNet SIM card, the device automatically configures access options and device settings.	When you install a FirstNet SIM card, you may need to manually configure access options and device settings.
Supports key FirstNet requirements such as access to Band 14.	Doesn't give access to Band 14 so you may not be able to communicate in times of emergency.

Differences between FirstNet Ready and FirstNet non-Ready devices

[1]AT&T-certified devices are sold only by AT&T or AT&T authorized dealers. Not all AT&T-certified devices are FirstNet Ready.

If your current device is not FirstNet Ready, we recommend you upgrade your device before moving your services to FirstNet and installing a FirstNet SIM card. While your current device may work on FirstNet, key public-safety features, such as priority, preemption, and voice communication may not be available.

April 13, 2020