

## FAQs for PAFirstNet Webinar on 11 December 2018

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1. **Question:** Will Public works directors have top priority Coverage?

**Answer:** Utilities are considered “Extended Primary” which means they are entitled to the FirstNet Rate plans which are the same as Primary users but Priority is enabled by a Primary Incident Manager. However, Utilities do have the option to add fulltime priority for a monthly fee which is discounted for public safety. Many utilities choose to do this for their supervisors, managers and directors.

Definition of Extended Primary: Extended Primary Users are Public Safety Entities (individuals, agencies, organizations, non-profit or for-profit companies) that are not Primary Users but who may be called upon to support Primary Users with the mitigation, remediation, overhaul, clean up, restoration, or provision of other services that are required during the time of an emergency or its aftermath.

2. **Question:** Are these slides available for download?

**Answer:** Yes. Go to the website [www.pafirstnet.com](http://www.pafirstnet.com) which will redirect to a webpage inside the PSP website. Then scroll down to the section on FirstNet. There, you should find a link to an FAQ file in PDF format and to the video:

<https://attendee.gotowebinar.com/recording/6301962340679223298>

3. **Question:** What is the range of the mobile device for use in rural and remote areas while awaiting a deployable asset?

**Answer:** The Rapid Deployment Kit was the box that was shown. It comes with a CradlePoint router, four Sonim XPS's, and an optional satellite connection with enough bandwidth for four simultaneous calls. The range of the WiFi can be 300 feet but is dependent on terrain.

4. **Question:** pafirstnet.com takes me to PSP Starnet website?

**Answer:** Yes, it is a redirect to a PSP website page. Scroll down to the section on FirstNet.

5. **Question:** CoStars contract number?

**Answer:** 4400013854

6. **Question:** Is the subscription price for FirstNet different and/or on top of the plans that may already be subscribed to for mobile service?

**Answer:** FirstNet Rate Plan replaces existing Rate Plan and in most cases is saving First Responders and agencies money.

7. **Question:** Is there an additional charge for in-building solutions?

**Answer:** Please bring in-building coverage issues to the AT&T FirstNet Team who will work with Network Team to assess needs.

8. **Question:** My organization switched from ATT to FirstNet a few months ago, and when we switched, and again within these slides, we were informed the coverage is the same but currently there is a significant difference with FirstNet being less coverage; do we have to wait until 2022 for the coverage to improve?

**Answer:** If you are experiencing network issues or have network concerns, can contact your local FirstNet contact or call into FirstNet Customer Care at 800-574-7000.

9. **Question:** How do participating agencies handle a situation when half of the department has agency-paid devices and the other half opt out and are subscriber paid?

**Answer:** Each PSE manages their organizations telecommunications differently; however, every PSE has the ability to utilize FirstNet at the Agency and Subscriber level for qualified users from the FirstNet Local Control Portal.

10. **Question:** What is the projected time frame for this coverage to be established? I am asking about the Band 14 coverage that I saw in dark blue, as I am in that area.

**Answer:** AT&T is ahead of its Band 14 build out plans and AT&T can address specific areas with updates on Band 14.

11. **Question:** An incident commander can uplift other numbers during an incident? Does that mean I can get someone who is not 1st, yet necessary to event or incident upgraded during that incident?

**Answer:** Only users who are FirstNet can be uplifted during an incident.

12. **Question:** Build out is 33% done "in this state"? or Nationwide?

**Answer:** At the conclusion of year one, AT&T is ahead of its three-year plan. In 2019, AT&T will be providing updates to coverage improvements and Band 14 roll out. If you have a specific area of interest, reach out to your FirstNet consultant.

13. **Question:** Will you be sharing the presentation and the links?

**Answer:** Yes. Go to the website [www.pafirstnet.com](http://www.pafirstnet.com) which will redirect to a webpage inside the PSP website. Then scroll down to the section on FirstNet. There, you should find a link to an FAQ file in PDF format and to the video:

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14. **Question:** How much?

**Answer:** As of January 2019:

Custom FirstNet Mobile - Unlimited Plans:

Unlimited Enhanced for Smartphones: \$44.99/month

Unlimited Standard for Smartphones: \$39.99/month

Unlimited for Data-Only Devices: \$36.99/month