

Newsletter

December 2024

Top stories of



Together with America's first responders, FirstNet[®], Built with AT&T is paving the way for the future of public safety communications. As we close out the year, we review the most popular stories of 2024 and the solutions that are helping you protect and serve.

10-year, \$8B investment in FirstNet



In February, together with the FirstNet Authority, we outlined a 10-year investment to evolve FirstNet, including 5G upgrades, enhanced coverage and mission-critical services.

Reliable connectivity for Navajo Nation



In May, first responders on Navajo Nation shared how FirstNet is helping them maintain communications across 27,000 square miles of high plains, mountains and valleys.

[Read article](#)

The evolution of 9-1-1 operations



This summer, Matt Walsh, Assistant Vice President for the FirstNet Program at AT&T, shared how FirstNet and AT&T ESInet are helping ensure interoperability for 9-1-1 call centers.

[Read article](#)

[Watch video](#)

Response to hurricanes Helene and Milton



And this fall, the FirstNet Response Operations Group™ supported first responders with connectivity in over 265 emergency requests so they could focus on their critical mission.

[Read article](#)

Equip yourself with cutting-edge devices

Explore the latest [promotions](#) for individual responders.

FirstNet solutions: FirstNet MegaRange™

Discover the benefits of high-powered mobile routers and Wi-Fi hotspots with FirstNet MegaFi 2 and MegaGo 2.

[Watch video](#)



RESPONDER WELLNESS

Tips for managing holiday stress

The holiday season can be demanding, especially for first responders. Prioritize self-care with these practical tips to navigate stress.

[Learn more](#)



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Plus get an Apple Watch and iPad for \$0.99/mo. each* and FirstNet service for all 3 devices for \$49.99/mo. for 36 months.**

*iPhone 16 Pro 128GB on us. Requires 0% APR 36-month agreements. Well-qualified customers. Additional terms and restrictions apply. **Taxes and fees extra. Terms and restrictions apply. Subject to change. See offer for details.

[See offer](#)



Agency Admins – Get your teams the gear they need

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NEWS FOR FIRSTNET USERS

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FirstNet Subscriber Paid User Eligibility: Eligible and verified employees/volunteers of qualified public safety entities or entities that contribute, enable, or support public safety services to first responders and whose duties are directly related to such services. New subscribers must qualify for FirstNet service and complete verification process within 30 days. **Check eligibility at firstnet.com/eligibility.** Requires FirstNet-Capable device provisioned with a FirstNet Trio SIM or eSIM card. **Limits:** Maximum of 4 lines (1 smartphone, 1 tablet, 1 wearable, 1 connected device) per eligible FirstNet Subscriber Paid User. Account subject to periodic re-verification. **If you are not a valid Subscriber Paid User or exceed the single line limit for each type of device, AT&T may suspend, change or terminate your FirstNet service.** For additional information see firstnet.com/firstnetandfamily.

iPhone 16 Pro on Us with Trade-in Plus Apple iPad and Apple Watch for \$0.99/month each: Subject to change. Select locations only. Available to AT&T post-paid wireless customers and verified FirstNet Subscriber Paid Users on FirstNet and Family plan. Requires activation of a new line or upgrade of an existing line to receive up to \$1000 off iPhone 16 Pro only with trade-in of eligible smartphone with minimum \$230 trade-in value. Requires new lines of service on Apple iPad and Apple Watch. Requires purchase of new eligible smartphone on qualifying 0% APR AT&T installment plans (36 months at \$27.78/month for iPhone 16 Pro 128GB; \$8.24/month for Apple Watch SE 2nd Gen 40mm, \$13.89/month for iPad 10th Gen 64GB). Other installment options may be available and vary by location. **If you choose the optional AT&T Next Up Anytime early upgrade feature for smartphones, you are responsible and will not receive any credits for the additional \$10/month Next Up Anytime upgrade feature. \$0 down for well-qualified customers only, or down payment may be required and depends on a variety of factors. Maximum discount will not exceed the lower of the device cost or the maximum credit you are eligible for under this offer. After all credits, get Apple iPhone 16 Pro 128GB for up to \$1000 off, and Apple iPad 10th Gen 64GB and Apple Watch SE 2nd Gen 40mm for \$0.99/month each. Tax on full retail price due at sale.**

Required FirstNet Wireless: FirstNet Subscriber Paid customers need a qualified voice and data wireless plan (minimum \$39.99/month) Other qualifying plans may be available. Existing customers can add to current plan if eligible, which may be less. For plans available to FirstNet and Family customers, see firstnet.com/firstnetandfamily. **If you cancel wireless, credits will stop and you'll owe the remaining balance on the installment agreement for the device purchased. For new lines, if you cancel service on any other line within 90 days of activating the line under this offer credits will stop.**

Activation/Upgrade Fee: \$35. **Return:** Return within 14 days. Restocking fee up to \$55 may apply.

Eligible Trade-In: This is not an early upgrade program. **Trade-in device may not be on existing installment plan. Eligible devices only.** See att.com/trade-in for list of eligible devices. **For credit, trade-in must have minimum trade-in value (as noted above) after device condition questions have been answered** and must meet AT&T Trade-In Program requirements. Must trade in eligible smartphone at a participating location and complete trade-in within 30 days from activation of new phone. **Other**

Obligations: Trade-in does not relieve obligations under AT&T installment or other AT&T Return and Exchange programs including recently-purchased device returns, Warranty, or Extended Warranty. Devices to be returned through these AT&T programs should not be traded in via this offer. If trade-in value of device is greater than the credit you are eligible for under this offer, you may receive a one-time trade-in credit (value via instant credit or promo card) in lieu of this bill credit offer. See att.com/tradein for terms and to check if your device is eligible. **Bill Credits:** will receive catch-up credits once credits start within 3 bills. Credits applied in equal amounts over entire installment term and will not exceed the lower of the device cost or max eligible credit amount as defined above. Line must be on installment plan, active and in good standing for 30 days to qualify. Installment agreement starts when device is shipped. To get all credits, device must remain on agreement, with eligible service for entire term. **If you cancel service upgrade or pay up/off installment agreement early, credits may cease. Limits:** One trade-in per qualified purchase

and one credit per line. May not be combinable with other offers, discounts or credits. Purchase, financing, other limits and restrictions apply. This offer may make your account ineligible for select other offers (including bill credit offers) for 12 months. Visit a participating store for offer details.

\$20/month Bill Credit for 36 Months: Eligible Plans: Requires activation of a new FirstNet Unlimited line of service for a smartphone (minimum \$39.99/month Unlimited smartphone line), tablet (minimum \$20/month Unlimited tablet line), and wearable (minimum \$10/month unlimited wearable line.) within 14 days of one another. New Subscriber Paid User lines only; excludes migrations from AT&T, Cricket and AT&T Prepaid and upgrades. **Bill Credit:** Receive \$20/month bill credit for 36 months which applies to wireless plan charges only. Credits start within 3 bills and will receive catch up credits once credits start. Credits include apportioned taxes and fees. Smartphone must be purchased on an installment agreement, active, and in good standing for 30 days to qualify. To get all credits, device must remain on agreement and eligible service (smartphone, tablet, and wearable) maintained for entire credit application term. **Devices:** Requires purchase of FirstNet Ready® smartphone and requires the use of a FirstNet Trio Subscriber Identification Module (SIM card). Purchase of tablet and wearable are not required. **Installment agreement:** Device must be purchased on 0% APR AT&T Installment Plan. **\$0 down for well-qualified customers only, or down payment may be required and depends on a variety of factors.** **Tax on service is calculated prior to application of credit. If service is cancelled, remaining installment agreement balance is due.** **Return/Restocking:** Return within 30 days. Restocking fee up to \$55 may apply. **Limit:** One line per qualified Subscriber Paid User may take advantage of the offer. See firstnet.com/offers for available offers. Offer may make you ineligible for select offers for 12 months. Purchase, financing and other limits and restrictions apply.

General Wireless Service: Subject to Consumer Service Agreement (att.com/consumerserviceagreement). **Credit** approval required. **Deposit:** may apply. **Limits:** Purchase and line limits apply. **Additional monthly fees and taxes:** Apply per line and include Administrative/Regulatory Cost Recovery Fee (up to **\$3.49**) and other fees (which are not government-required surcharges) as well as taxes. Additional one-time Fees may apply. See att.com/mobilityfees for more details. Usage, speed, coverage and other restrictions apply. International and domestic off-net data may be at 2G speeds. AT&T and FirstNet services subject to AT&T network management policies. See att.com/broadbandinfo for details.

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