

verizon frontline

Your mission is our purpose—
on the network built for first
responders on the front lines.



2025 Michigan Statewide Interoperable Communications Conference

Allison Pemberton

Danielle Warner

4-6 MAR 2025



The #1 network choice in public safety¹

For 30 years, Verizon has been committed to delivering secure, reliable and resilient mission critical communication solutions to the public safety community. We provide first responders with an award-winning network, enabled with priority and preemption,² dedicated crisis response team, an innovation program, along with best-in class 24/7 customer support.

Your mission is our purpose.

- **More than 40,000 public safety agencies subscribed.**

- **Resiliency:**

Backup generators, HVAC systems and fiber rings at cell sites and switching centers keep the network running for responders and public safety agencies—even when power is lost.

- **Security:**

Full encryption and robust, end-to-end protections including safeguards for network, application, device and threat management.

- **Reliability:**

Redundancy, diverse transports, 100% battery backup for macro-cell sites and satellite backups help ensure that communications and data get through.

- **Built on America's most reliable 5G network:³**

The transformative power of Verizon's 5G gives first responders speed, coverage and security that can help them in critical situations.

- **Innovation incubator:**

The Verizon Frontline Innovation Program is dedicated to creating 5G-enabled solutions for first responders.

- **Verizon Frontline Crisis Response Team:**

- Available 24/7 via the hotline at 800.981.9558
- Dedicated drone team provides increased situational awareness
- 360+ years of first responder/military experience

¹ Based on quarterly third-party wireless voice market share data, Q1 2024.

² Priority and Preemption services are available on 5G Nationwide, but not on 5G Ultra Wideband (5G UW). In the unlikely event the 5G UW network is congested, eligible users' communications fall back to 4G LTE.

³ Based on RootMetrics® State of 5G Report, United States, 1H 2024. Tested with best commercially available smartphones on three national mobile networks across all available



Verizon Frontline delivers the network and solutions suite public safety needs

Connectivity

- Wireless Priority Service (WPS)¹
- Mobile Broadband Priority (MBP)¹
- Preemption¹
- Private Wireless Network
- Private Network Traffic Management (PNTM)
- Quality of Service (QoS)
- Wireless Business Internet

Advanced response

Verizon Frontline Crisis Response Team enables critical communications almost anywhere with:

- Deployable assets
- Satellite fleet
- Portable network assets
- Drone team
- Training and simulations
- After action reviews
- 24/7 availability

5G and innovation

- 5G Edge
- 5G Ultra Wideband
- Verizon Frontline Innovation Program
- Partner ecosystem
- Augmented reality (AR) devices

Devices and equipment

- Ruggedized devices
- Connectivity for body-worn cameras
- Sensors
- Multiband devices
- Purpose-built first responder devices

Security—device and network

- Mobile Device Management solutions
- Rapid Response Retainer
- Secure access service edge
- Zero trust network access
- Cyberthreat intelligence

Solutions and situational awareness

- Intrepid Networks
- Wireless Network Performance management tool
- Verizon Group First Response, Verizon's Mission Critical Push to Talk (MCPTT)
- Fleet management
- One Talk

Verizon First Responder Advisory Council—your front-line advocate

- Verizon First Responder Advisory Council provides insights on public safety needs and industry trends.
- The Council represents the span of public safety agencies.
- Verizon uses this input to guide strategy and development of reliable, innovative, tailored technologies.

Scan to learn more

verizon.com/frontline
Data usage applies for QR/download use.



Verizon Frontline Benefits Program

verizon.com/business/solutions/public-sector/public-safety/programs/first-responder-benefits
Data usage applies for QR/download use.



verizon
frontline

Verizon Frontline delivers what first responders want.



((o)) Your communications, prioritized

✓
Resilience you can count on

📶 Built on America's most reliable 5G network ¹



1. Most reliable 5G network based on more first place rankings in RootMetrics® 5G data reliability assessments of 125 metro markets conducted in 2H 2023. Tested with best commercially available smartphones on three national mobile networks across all available network types. Your experiences may vary. RootMetrics rankings are not an endorsement of Verizon. Verizon confidential and proprietary. Unauthorized disclosure, reproduction or other use prohibited.

Expect resiliency, even when commercial power is down.



Backup generators; heating, ventilation and air conditioning (HVAC) systems; and fiber rings at our cell sites and switching centers keep your team going in the toughest situations. In hurricane -prone areas, our network structures are designed to withstand Category 5 winds.

Because the mission matters, we provide:



79% permanent generator penetration at macro -cell sites across the U.S. 89.3% in Michigan.



100% battery backup at macro -cell sites across the U.S.



550+ portable assets across the U.S.



1,000+ mobile generators nationwide



200+ drones with dedicated pilots



Dedicated satellite links for deployable assets



Dedicated support staff available 24/7, 365 days a year



Respond rapidly and effectively

The Verizon Frontline Crisis Response Team
deployable assets



The Verizon Frontline Crisis Response Team



[verizon.com/responseteam](https://www.verizon.com/responseteam)

The Verizon Frontline Crisis Response Team is ready to support first responders, the military, public safety professionals, government agencies and their communities.

Our mission is to help them stay connected with Verizon Frontline technology during emergencies and planned events, 24/7.

Verizon Frontline Crisis Response Team support includes:

- Nationwide 24/7 hotline: 800.981.9558
- Loaner phones and data devices
- Enterprise -grade 4G LTE routers with directional antenna solutions
- In-building solutions, Cells on Wheels (COWs)/Cells on Light Trucks (COLTs)
- Emergency communication and charging centers
- Verizon Security Assistance Team support —missing persons/search and rescue



Verizon confidential and proprietary. Unauthorized disclosure, reproduction or other use prohibited.

Verizon Frontline Crisis Response Team service support model

Verizon Business Continuity

Blue-sky days (standard operating procedures)

Prepare

- Joint training with first responder agencies
- Proactive customer engagements
- Augmented solutions to adapt to changing/scaled needs

Mitigate

- Post-event debrief with emergency management
- Customer awareness meetings
- Virtual environment planning and disaster response planning

Dark-sky days (emergency event)

Respond

- First responder emergency support
- Virtual Emergency Operation Center activation
- Enhanced connectivity and coverage solutions

Recover

- FEMA emergency support function
- Prestaged evacuation and shelter support
- Testing center support
- After -action reviews



We're a proven partner in times of crisis.



The Verizon Frontline Crisis Response Team provides on-demand emergency assistance to government agencies, emergency responders, nonprofits and communities on a 24/7 basis. We're always working on boosting network performance to enable communications.

In 2024, the Verizon Frontline Crisis Response Team worked alongside first responders at wildfires, hurricanes and other emergencies.

800+

public safety agency
requests

5,000+

solutions to 400+
agencies



Verizon Frontline Crisis Response Team



Deployments over the years

- Wildfire
- Mudslide
- Earthquake
- Pandemic
- Hurricane
- Tornado
- Pipeline Failure
- Civil Unrest
- Events & Training Exercises



CRT - 2024 Nationwide Responses



Election/VIP Support

- 117 Deployments
- 3088 Solutions + Temp 1500 SIM's
- 37 Agencies Supported
- 6 UAS Missions
- 8 Frontline Personnel



CRT - 2024 Nationwide Responses



LA Fire: 2025 Pacific

**Palisades, Eaton Fire,
Hughes Fire**

- 143 Solutions
- 27 Agencies Supported
- 6 Frontline Personnel



Hurricane Metrics

Total CRT Response:

- Responses: 210
- Deployments: 117
- Solutions: 723
- EBNA Mission Requests: 318
- Agencies Supported: 142
- Deployable Assets: 130
- Frontline Personnel: 26 + 100's of local sales, MSAs, Network, BGCO, & GEMC.

Milton CRT Response:

- Responses: 33
- Deployments: 14
- Solutions: 84
- EBNA Mission Requests: 57
- Agencies Supported: 25
- Deployable Assets: 38
- Rapid Mapping

Helene CRT Response:

- Response: 178
- Deployments: 102
- Solutions: 639
- ENBA Mission Requests: 261
- Agencies Supported: 117
- Deployable Assets: 92
- States: 6



Hurricane Response: 25 days & 600+ hours



CRT - 2024 Midwest Responses



Michigan

- Portage Tornado
 - Muskegon Derecho
 - N MI Ransomware
 - Multi Event Support
 - Aerial SAR/UAS
 - EXE Support
 - Covert Ops
-
- 32 Deployments
 - 135 Solutions
 - 142 Agencies Supported
 - UAS Support



Rapid Mapping

Emergency Management Agencies do not get high quality georeferenced imagery for at least 24 and up to 72 hours after a crisis.

How do they do it now?

- Paper maps
- Markers
- Radio calls
- Existing satellite base maps

What do they typically get first?

- Satellite imagery within 24-48 hours
 - 1-5m per pixel resolution on average

Why do they need high quality Georeferenced Imagery?

- Determining ingress/egress routes to impacted areas for search and rescue
- Damage assessment
- Emergency asset allocations
- Recovery planning



Verizon Frontline Innovation Program



Innovation in Action



UAS Support - Thermal locating of missing individuals



Frontline RED- Situational awareness for riot control



THOR- Cellular Comms



RRCU deployed for Cellular & WiFi



MCAV deployed with LEO backhaul



Thermal & Cellular enabled UAS (Drones)



Verizon confidential and proprietary. Unauthorized disclosure, reproduction or other use prohibited.

Innovation in Action



A ruggedized Van built to provide public sector partners with the full range of Verizon Frontline technology.

Quick Facts:

- Situational Awareness Command Vehicle
- Outfitted with a total of 9 screens
- Multiple connectivity options: Commercial 4G & 5G, WIFI, Two separate LEO satellite backhaul options (One Web and Starlink), UHF & VHF radio, Verizon Mission Critical PTT (Siyata Mobile Kit), Verizon One Talk, and Dejero Internet Aggregation.
- UAS enabled with large exterior display



Verizon confidential and proprietary. Unauthorized disclosure, reproduction or other use prohibited.

Innovation in Action - Verizon Frontline Asset Trailer



Cargo area capability:

Delivery of up to 6 RRCU or a mix of other assets. (6 network creation points)

Functional area capabilities:

Network Creation- Satellite (LEO), Eutelsat, Cradlepoint

WiFi- local, long range, WiFi as WAN

Situational awareness - TAK, ADS-B, Connect, local camera, UAS

Compute - MEC, UAS mapping, room for expansion

Workspace - remote command post capabilities

8x10 work space with TV, cameras, HVAC



Verizon confidential and proprietary. Unauthorized disclosure, reproduction or other use prohibited.

Remote Aviation, Verizon Enabled Network



Developed to fit the Crisis Response Team's UAS needs, this trailer was designed to gather, analyze and process high quality imagery after a crisis, along with providing a robust 4G and 5G cellular network and secure wifi for first responder agencies.

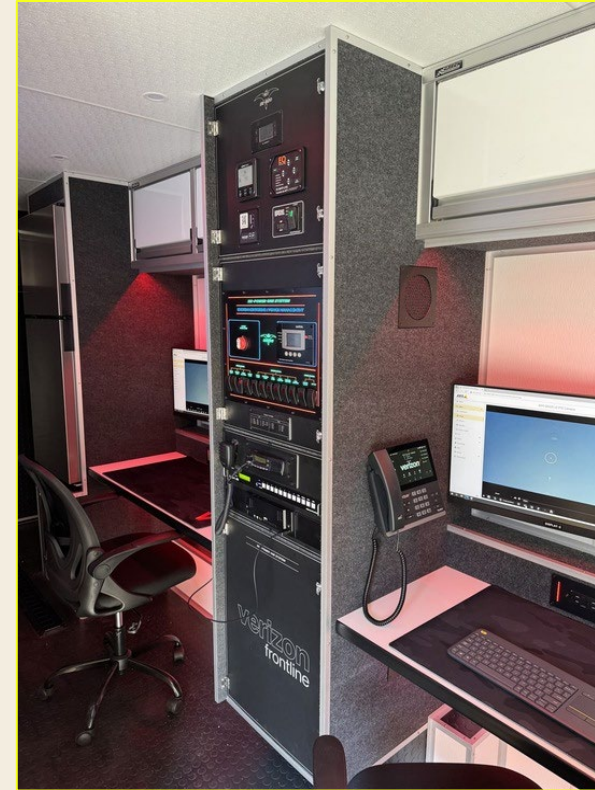
- 14Kw diesel generator
- Dual workstations equipped with One Talk phones
- Internal and External displays
- PA System
- 360 PTZ Camera
- 35 ft Mast
- Multiple Satellite backhaul connections
- White/ Red lightning for both day/ night operations
- Full battery backup with solar charging ability
- Airband radio system



Remote Aviation, Verizon Enabled Network



Innovation in Action



Verizon confidential and proprietary. Unauthorized disclosure, reproduction or other use prohibited.

