

VerizonFrontline

The advanced network and technology for first responders.



Choose the network more first responders rely on.¹

When lives are on the line, first responders need a network that's built right. That's why we built Verizon Frontline to support the needs of first responders and other frontline workers.

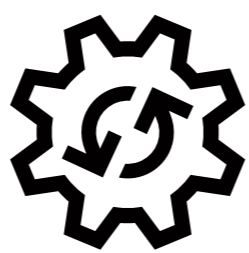
We're proud of our decades-long commitment to supporting public safety agencies with the nation's most reliable 4G LTE network,² with redundancy and backup systems you can count on. We are rapidly building out our 5G network, which will give you even more capabilities.

We put first responders first.

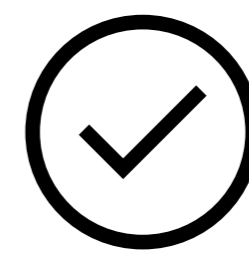
Here is how we help keep you connected:



Custom public safety plans for first responders include priority and preemption without speed reduction – regardless of data usage during any billing cycle.^{3, 4}



We're championing an interoperable network that is built right to ensure qualified first responders have the best quality of service and the ability to share information between multiple agencies and departments regardless of their choice of network.



During rare instances of congestion, our intelligent platform removes non-public-safety users to ensure first responders are able to obtain a network connection.

Reliable communications are key.

We continue to invest in our award-winning network to make sure your communications work when you need them.



Our 4G LTE covers 327 million people, more than 99% of the U.S. population, and reaches over 2.68 million square miles.⁵

Ranked #1

We've been ranked #1 in the U.S. in overall network performance 15 times in a row, according to RootMetrics.²

Technology built right for first responders

Verizon gives your agency reliable communications with platform intelligence that puts your response needs first, helping ensure you stay connected when it matters most. And our continuing technology innovation helps keep your agency ready – today and tomorrow.



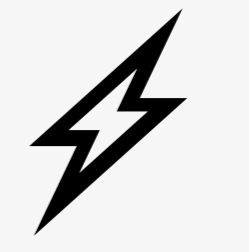
You're ready to respond, and so are we.



The Verizon Crisis Response Team (VCRT) at 800.981.9558 works hand in hand with local emergency officials and is available 24/7 to help you stay connected.



We strategically place network assets like Cells on Wheels (COWs), Cells on Light Trucks (COLTs) and other equipment to enhance coverage when natural disasters impair connectivity.



Backup generators, HVAC and fiber rings at cell sites and switching centers keep the network running for you when commercial power is lost.



We build our network structures in hurricane-prone areas to withstand Category 5 winds.



We prearrange fuel deliveries with tankers poised and in position to quickly respond to hard-hit areas if commercial power is lost.

We're here when you need us.

2,000+

The VCRT supported over 2,000 customer engagements and deployed the team 1,200-plus times in 2020.

6,000+

The VCRT supported agencies nationwide with over 6,000 devices in 2020.

Learn more:

Find more details about our commitment to first responders by visiting [verizon.com/frontline](https://www.verizon.com/frontline)



1 Based on quarterly third-party market share data Q4 2020.
2 America's most reliable based on rankings from RootMetrics® U.S. National RootScore® Reports: 2H 2013–2H 2020. Tested with best commercially available smartphones on three national mobile networks across all available network types. Your experiences may vary. The RootMetrics award is not an endorsement of Verizon.
3 Available to government-liable subscribers only and subject to the terms, provisions and conditions of Verizon-approved government contracting vehicles. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency and assigned federal law enforcement. This service plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority allows customers to connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted.
4 Customer is required to buy from an approved government contract.
5 Based on 9.15.2019 U.S. Census population data.

