

Verizon Frontline

The advanced network
for first responders
on the front lines



verizon 

What is Verizon Frontline?

With Verizon Frontline, your mission is our purpose. For nearly 30 years, Verizon has been committed to delivering reliable and resilient mission-critical communication solutions to the public safety community. We support first responders with an award-winning network, enabled with priority and preemption¹, a dedicated crisis response team and best-in-class 24/7 customer support.

The #1 network choice in public safety:²

- More than 35,000 public safety agencies are subscribed.
- **Resiliency:** Backup generators, HVAC systems and fiber rings at cell sites and switching centers keep the network running for first responders and public safety agencies—even when power is lost.
- **Support:** 24/7 on-demand emergency assistance is provided during crisis situations to government agencies, emergency responders and communities.
- **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:

- Is available 24/7 via the hotline at 800.981.9558.
- Responded to 1,650+ public safety agency requests in 2023.
- Deployed 6,800+ solutions to 850+ agencies in 2023.
- Dedicated drone team provides increased situational awareness for public safety agencies and first responders.

¹ 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.

² Based on quarterly third-party wireless voice market share data, Q1 2023.

³ Based on more first place rankings in RootMetrics[®] 5G data reliability assessments of 125 metro markets, 2H 2022. Experiences may vary. Not an endorsement.

Verizon Frontline delivers the network and solutions suite public safety needs.

Connectivity

- Wireless Priority Service¹
- Mobile Broadband Priority¹
- Preemption¹
- Verizon Wireless Private Network
- Private Network Traffic Management (PNTM)
- Quality of Service
- Fixed Wireless Access (FWA)

Advanced response

Verizon Frontline Crisis Response Team enables critical communications almost anywhere, anytime via:

- Deployable assets
- Satellite fleet
- Portable network assets
- Drone team
- Training and simulations
- After action reviews

5G and innovation

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

Devices and equipment

- Ruggedized devices
- Body-worn cameras
- Sensors
- Multiband devices
- Purpose-built first responder devices

Security – device and network

- Secure SIM
- Mobile Device Management solutions
- Rapid Response Retainer
- Secure Access Service Edge (SASE)
- Zero-trust network access
- Cyber threat intelligence

Solutions and situational awareness

- Wireless Network Performance tool (WNP)
- Group First Response, Verizon's Mission-Critical Push-To-Talk
- Real Time Response System
- Intelligent Video
- Fleet Management
- One Talk

Verizon First Responder Advisory Council – your front-line advocate

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

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Verizon Frontline Benefits Program

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