

Dear Valued FirstNet Customer,

We understand the critical importance of dedicated and reliable connectivity during daily public safety operations, especially in emergencies. That's why I'm reaching out to you today to provide insight into last Thursday's outage and reaffirm our unwavering commitment to public safety.

During the network outage, our top priority was clear: restoring FirstNet services swiftly and efficiently, in line with our steadfast dedication to supporting our nation's first responders. Unlike a commercial network, FirstNet's dedicated, physically separate network core allowed us to isolate the issue rapidly, ensuring a nationwide resolution within a few hours.

We recognize this outage impacted the first responder community, government agencies, and public safety direct-support organizations, and for that we sincerely apologize.

We are committed to providing you with the fast and reliable connectivity you deserve. As a valued member of the FirstNet user community, your confidence and trust are paramount to us. As we move forward, please know we are implementing changes to prevent similar occurrences from happening. We recognize the importance of transparency, and we will apply our learnings to ensure continuous enhancement.

We value your partnership and remain committed to serving you. FirstNet is a network built with and for first responders. I personally thank you for your vision and collaboration with us to build and deliver FirstNet – America's Public Safety Network.



Jim Bugel
President – FirstNet & Public Safety