

Top Fives - Statewide Rankings

<u>Rank</u>	<u>Category</u>	<u>Shall Haves</u>
1	Coverage & Capacity	<p>> FirstNet's coverage area shall be better than the Required Service Area (the coverage area served by the commercial wireless carriers) and the coverage level shall be better than existing carriers, including in-building coverage (and in-building systems where necessary) at airports, major venues, schools, hospitals, public safety facilities (e.g., jails), or other facilities.</p> <p>> FirstNet shall replicate the coverage of the Distributed Antenna Systems deployed by public safety agencies.</p> <p>> FirstNet shall facilitate the enforcement of National Fire Protection Agency (NFPA) compliance (including where local government code requires building owners to implement a distributed antenna system (DAS) to enhance public safety wireless service inside buildings).</p> <p>> Committed coverage area shall be no less than in-vehicle except for water bodies. All water bodies shall be covered, including inland waterways and five miles off the coast.</p> <p>> FirstNet shall provide airborne service (in public safety aircraft) to 1500 ft.</p> <p>Comments: Region Seven (7) - In-building coverage shall be a minimum of 21db building penetration.</p>
2	Coverage & Capacity	<p>> FirstNet shall deliver immediate and persistent priority and preemption over consumer traffic over its entire service area (all bands).</p>
3	Cost	<p>> FirstNet's service pricing shall continue to be equal to or less than the major carriers' prices (both government and commercial).</p> <p>> The service pricing shall be based on nationwide service (i.e., no roaming costs to other states).</p> <p>> The service pricing shall include the types of rate plans available from the major carriers, including unthrottled, unlimited options.</p> <p>> Shall be able to break contract without fee.</p> <p>> FirstNet shall offer an Internet of Things (IoT) low-usage, low-cost service plan.</p> <p>> FirstNet shall offer service plans to attract the Bring-Your-Own-Device (BYOD) market.</p>

		> FirstNet shall offer hurricane phones (pay-by-use).
4	Coverage & Capacity	<p>> FirstNet shall provide deployable coverage and capacity (i.e., Cell on Wheels (COW)) for major planned and unplanned events.</p> <p>> Equipment shall be staged in anticipation of disaster (natural or man-made) at no additional cost.</p> <p>> FirstNet shall be operational within eight hours in unplanned events as requested by the jurisdictional incident command system.</p> <p>> The COW shall be connected to the FirstNet core to enable authentication of any authorized FirstNet user (i.e., connected to the FirstNet nationwide core databases).</p> <p>>FirstNet shall provide the ability for the use of multiple COWs in the same area.</p> <p>> FirstNet shall notify public safety entities with regards to the status of deployable system deployments.</p>
5	Network Operations	> FirstNet shall deliver system availability (uptime) for broadband service better than the commercial carriers Operations (the availability Shall be for the latest technology/speeds, e.g., 5G and higher if and when that technology is commercially available). This uptime requirement includes an improvement in both planned and unplanned outages.

Top Fives - Region One (1) Rankings

<u>Rank</u>	<u>Category</u>	<u>Shall Haves</u>
1	Coverage & Capacity	<p>> FirstNet's coverage area shall be better than the Required Service Area (the coverage area served by the commercial wireless carriers) and the coverage level shall be better than existing carriers, including in-building coverage (and systems where necessary) at airports, major venues, schools, hospitals, and public safety facilities.</p> <p>> Committed coverage area shall be no less than in-vehicle except for water bodies.</p>
2	Coverage & Capacity	> FirstNet shall serve the area equivalent to the Required Service Area of all Public Safety Entities (PSEs).
3	Coverage & Capacity	> FirstNet's service area shall be enable session continuity.
4	Coverage & Capacity	> FirstNet Shall deliver network performance (drops, setup failures, etc.), that is equivalent to major carriers.
5	Coverage & Capacity	> FirstNet Shall deliver coverage at a data rates no less than 756 kbs down and 268 kbs up.

Top Fives - Region Two (2) Rankings

<u>Rank</u>	<u>Category</u>	<u>Shall Haves</u>
1	Devices	> FirstNet shall offer devices that have the breadth and quality of existing commercial carriers (e.g., top brands, top devices, and to include all model types such as MiFi/jetpack, embedded modems in tablets/ PC.
2	Coverage & Capacity	> FirstNet shall serve the area equivalent to the Required Service Area of all Public Safety Entities (PSEs). > FirstNet's coverage area shall be better than the Required Service Area (the coverage area served by the commercial wireless carriers) and the coverage level Shall be better than existing carriers, including in-building coverage (and systems where necessary) at airports, major venues, schools, hospitals, and public safety facilities. > Committed coverage area shall be no less than in-vehicle except for water bodies
3	Coverage & Capacity	> FirstNet Shall provide deployable coverage (i.e., COW) equivalent to existing cell carriers for major events and natural disasters. > Equipment shall be staged in anticipation of disaster (natural or man-made). > FirstNet shall deploy systems within eight hours in such events.
4	Coverage & Capacity	> FirstNet shall deliver capacity to meet the needs of public safety for major events.
5	Network Operations	> FirstNet shall deliver system availability (uptime) for broadband Long Term Evolution (LTE) service of 99.99%.

Top Fives - Region Three (3) Rankings

<u>Rank</u>	<u>Category</u>	<u>Shall Haves</u>
1	Cost	<ul style="list-style-type: none"> > FirstNet's service pricing shall continue to be equal to or less than the major carriers' prices. > The service pricing shall be based on nationwide service (i.e., no roaming costs to other states). > The service pricing shall include the types of rate plans available from the major carriers, including unthrottled, unlimited options. > Shall be able to break contract without fee. > FirstNet shall offer an Internet of Things (IoT) low-usage, low-cost service plan. > FirstNet shall offer service plans to attract the Bring-Your-Own-Device (BYOD) market.
2	Network Operations	<ul style="list-style-type: none"> > FirstNet shall deliver system availability (uptime) for broadband Long Term Evolution (LTE) service equal to Operations or better than the commercial carriers (the availability Shall be for the latest technology/speeds, e.g., 5G when available). > FirstNet's network operations shall repair and restore service within 2 hours, especially with regards to outages caused by all level of storm events (incl. flooding, tropical storms and hurricanes).
3	Customer Service	<ul style="list-style-type: none"> > FirstNet shall provide personnel dedicated to public safety and 24/7 customer service that is equivalent to or better than the major carriers. > The customer service shall be US-based and the personnel shall be fluent English speakers. > FirstNet shall provide the ability to escalate customer service issues as appropriate.
4	Coverage & Capacity	<ul style="list-style-type: none"> > FirstNet shall deliver coverage at data rates no less than 1.2 mbs down and 1.2 mbs up. No less than 150 ms latency, 20 ms for voice services.
5	Network Operations	<ul style="list-style-type: none"> > FirstNet Shall provide immediate notification with regards to network outages (planned or unplanned) and service restoration expectations to public safety entities, and provide a single point of contact regarding network issues.

Top Fives - Region Four (4) Rankings

<u>Rank</u>	<u>Category</u>	<u>Shall Haves</u>
1	Coverage & Capacity	<ul style="list-style-type: none"> > FirstNet's coverage area shall be better than the Required Service Area (the coverage area served by the commercial wireless carriers) and the coverage level > Shall be better than existing carriers, including in-building coverage (and in-building systems where necessary) at airports, major venues, schools, hospitals, and public safety facilities. > Committed coverage area shall be no less than in-vehicle except for water bodies.
2	Coverage & Capacity	<ul style="list-style-type: none"> > FirstNet shall serve the area equivalent to the Required Service Area of all Public Safety Entities (PSEs).
3	Cost	<ul style="list-style-type: none"> > FirstNet's service pricing shall continue to be equal to or less than the major carrier prices. > The service pricing shall be based on nationwide service (i.e., no roaming costs to other states). > The service pricing shall include the types of rate plans available from the major carriers, including unthrottled unlimited options. > Shall be able to break contract without fee.
4	Coverage & Capacity	<ul style="list-style-type: none"> > FirstNet shall provide deployable coverage (i.e., (Cell on Wheels (COW)) equivalent to existing cell carriers for major events and natural disasters. > Equipment shall be staged in anticipation of disaster (natural or man-made). > FirstNet shall deploy systems within eight hours in such events. > The COW shall be connected to the FirstNet core to enable authentication of any authorized FirstNet user (i.e., connected to the FirstNet nationwide core databases). > FirstNet shall deliver priority and preemption over consumer traffic over its entire service area.
5	Network Operations	<ul style="list-style-type: none"> > FirstNet shall deliver system availability (uptime) for broadband Long Term Evolution (LTE) service equal to or better than the commercial carriers.

Top Fives - Region Six (6) Rankings

<u>Rank</u>	<u>Category</u>	<u>Shall Haves</u>
1	Coverage & Capacity	<ul style="list-style-type: none"> > FirstNet shall deliver network performance (drops, setup failures, etc.), that is better than the best carrier's performance. > FirstNet shall provide a standard for this network performance. > FirstNet shall deliver priority and preemption over consumer traffic over its entire service area (all bands).
2	Cost	<ul style="list-style-type: none"> > FirstNet's service pricing shall continue to be equal to or less than the major carrier prices. > The service pricing shall be based on nationwide service (i.e., no roaming costs to other states). > The service pricing shall include the types of rate plans available from the major carriers, including unthrottled unlimited options. > Shall be able to break contract without fee. > FirstNet shall offer an Internet of Things (IoT) low-usage, low-cost service plan. > FirstNet shall offer service plans to attract the Bring-Your-Own-Device (BYOD) market.
3	Coverage & Capacity	<ul style="list-style-type: none"> > FirstNet shall deliver coverage at data rates no less than (edge rates) 756kbs down and 268kbps up. > FirstNet shall deliver no less than 150 ms latency and 20 ms for voice services. > FirstNet Shall improve these edge rates over time (10% annual increases). > FirstNet shall improve these edge rates over time (10% annual increases). > FirstNet shall deliver minimum data rates of 5 Mbps down and 2 Mbps up in Urban Development Boundary areas.
4	Coverage & Capacity	<ul style="list-style-type: none"> > FirstNet shall provide deployable coverage and capacity (i.e., Cell on Wheels (COW)) for major planned and unplanned events and natural disasters. > Equipment shall be staged in anticipation of disaster (natural or man-made) at no additional cost.

		<p>> FirstNet shall be operational within eight hours in unplanned events as requested by the jurisdictional incident command system.</p> <p>>The COW shall be connected to the FirstNet core to enable authentication of any authorized FirstNet user (i.e., connected to the FirstNet nationwide core databases).</p>
5	Coverage & Capacity	<p>> FirstNet shall continually enhance the service, capacity and coverage to address the increasing and changing needs of the public safety community.</p> <p>> FirstNet will conduct an annual audit with public safety to address these increasing and changing needs.</p>

Top Fives - Region Seven (7) Rankings

Rank	Category	Shall Haves
1	Coverage & Capacity	<ul style="list-style-type: none"> > FirstNet shall continually enhance the service, capacity and coverage to address the increasing and changing needs of the public safety community. > FirstNet will conduct an annual audit with public safety to address these increasing and changing needs. > FirstNet shall continually stay on par with major cellular carriers regarding service features, capacity, and coverage. > FirstNet's coverage area shall be better than the Required Service Area (the coverage area served by the commercial wireless carriers) and the coverage level Shall be better than existing carriers, including in-building coverage (and in-building systems where necessary) at airports, major venues, schools, hospitals, and public safety facilities. > Committed coverage area shall be no less than in-vehicle except for water bodies. > All water bodies shall be covered, including inland waterways and five miles off the coast. In-building coverage Shall be a minimum of 21db building penetration (there were two individuals who objected to this language).
2	Cost	<ul style="list-style-type: none"> > FirstNet's service pricing shall continue to be equal to or less than the major carrier prices. > The service pricing shall be based on nationwide service (i.e., no roaming costs to other states). > The service pricing shall include the types of rate plans available from the major carriers, including unthrottled unlimited options. > Shall be able to break contract without fee. > FirstNet shall offer an Internet of Things (IoT) low-usage, low-cost service plan. > FirstNet shall offer service plans to attract the Bring-Your-Own-Device (BYOD) market.
3	Coverage & Capacity	<ul style="list-style-type: none"> > FirstNet shall deliver coverage at data rates no less than (edge rates) 756kbs down and 268kpbs up. > FirstNet shall deliver no less than 150 ms latency and 20 ms for voice services. > FirstNet shall improve these edge rates over time (10% annual increases).

		<p>> FirstNet shall improve these edge rates over time (10% annual increases).</p> <p>> FirstNet shall deliver minimum data rates of 5 Mbps down and 2 Mbps up in Urban Development Boundary areas.</p>
4	Coverage & Capacity	<p>> FirstNet shall deliver immediate and persistent priority and preemption over consumer traffic over its entire service area (all bands).</p>
5	Coverage & Capacity	<p>> FirstNet shall provide deployable coverage and capacity (i.e., Cell on Wheels (COW)) for major planned and unplanned events and natural disasters.</p> <p>> Equipment shall be staged in anticipation of disaster (natural or man-made) at no additional cost.</p> <p>> FirstNet shall be operational within eight hours in unplanned events as requested by the jurisdictional incident command system.</p> <p>>The COW shall be connected to the FirstNet core to enable authentication of any authorized FirstNet user (i.e., connected to the FirstNet nationwide core databases).</p>