

Verizon satellite connectivity empowers first responders

Emergency responders need to communicate seamlessly with each other when responding to a wide range of emergencies. The powerful combination of Verizon's robust terrestrial network and satellite back-up make it happen.

Verizon is the first wireless carrier in the U.S. to enable customers to send text messages by satellite to anyone in the country while in a dead zone¹. If you're hiking deep in a national park, being able to text loved ones (and rangers, if needed) via your smartphone is a remarkable safety advance. But satellite connectivity means much more to public safety personnel who protect their communities whenever disaster strikes. More than 45,000 public safety agencies rely on Verizon Frontline—our advanced network and technology solution for first responders—for reliable, fast connectivity. Here, I take a closer look at how Verizon satellite connectivity helps them achieve their mission and protect their communities.



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— Verizon Frontline Fifth Annual Public Safety Communications Survey



By Cory Davis
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Meeting the needs of first responders.

Improving the consistency of mission-critical communication during emergencies is a top concern among police and fire departments, EMTs and other first responders. In fact, we surveyed more than 1,000 public safety professionals recently² and found that a growing number of first responders considered a reliable and resilient network to be the most critical feature for day-to-day communication (75%) and emergency response (73%). And 86% said that smartphones are used extensively for daily communication in the field. “Smartphones are currently the most used technology by public safety professionals, and that is expected to remain the case,” states the report.

Recognizing that first responders need reliable, available smartphone connectivity, no matter where they are, we partnered with satellite innovator Skylo to add mission-critical satellite connectivity to Verizon Frontline in early 2025.

Verizon Frontline is already the #1 network choice in public safety.³ Now, with satellite connectivity, its capabilities are even more powerful.



Here are just some of the ways that satellite connectivity Verizon Frontline helps first responders protect lives:

Know more, sooner.

With satellite-capable smartphones, first responders can send urgent text messages—keeping critical communication flowing. Satellite coverage can be a communication lifeline during emergency events, when terrestrial networks may be unavailable or out of reach. For example, firefighters responding to fires in remote areas without traditional terrestrial wireless coverage can send text messages and provide their location—critical capabilities during a fast-moving fire.⁴

Respond quickly and completely.

Responding quickly and effectively during an emergency is vital to any public safety agency. It can help reduce the impact of any emergency event—and even save lives. When every second counts, satellite connectivity can help first responders make decisions based on the most current information available.

Improved situational awareness.

The more first responders know about conditions on the ground, the better. A quick text message from the first to reach the frontline can help the rest of the team make more informed decisions and respond quickly.

Add an extra layer of connectivity.

Emergency responders like to have redundant equipment available in case of a failure. This same approach holds true for connectivity. Even when terrestrial wireless communications (or radio communications) are available, satellite connectivity provides a backup channel if needed—letting emergency responders stay connected.

Satellite-based assets deliver even more support.

The Verizon Frontline Crisis Response Team (VFCRT) provides on-demand emergency assistance to government agencies, first responders, frontline workers and communities—helping establish and maintain mission-critical communications during hurricanes, fires, floods or other disasters. Among the VFCRT's industry-leading fleet of portable assets, you'll find nearly three hundred satellite-based assets with standalone power and backhaul connections that link agencies to the Verizon network. These include our Satellite Pico-cell on Trailer (SPOT) mobile connectivity trailer solution, Satellite Cell on Light Truck (SAT-COLT) asset with onboard masts and satellite equipment, Business Inclusive Satellite Onboard Nomadic (BISON) multipurpose trailer with satellite connectivity—as well as our Tactical Humanitarian Operations Response (THOR) mobile cell site on a tactical vehicle.

These assets provide temporary network access for first responders and in areas with limited permanent infrastructure, or for linking cell sites to the broader network when fiber cables are compromised due to power outages or physical damage. For extra reliability, the VFCRT supports its satellite assets with more than 800 portable generators and a robust, prearranged refueling program—all work to keep contingency plans on target.

All satellite connectivity solutions are not the same. Satellites are categorized based on their altitude—Low Earth Orbit (LEO), Medium Earth Orbit (MEO) and Geostationary Orbit (GEO). Depending on the situation, there are benefits to each and the VFCRT can use all three types of satellite connectivity during a crisis.

Building on decades of satellite experience and expertise.

You may have seen the Verizon commercials announcing our initial satellite connectivity offerings, which featured legendary astronaut Buzz Aldrin. But this high-profile announcement builds on Verizon's years of behind-the-scenes (and in the lab) experience exploring and using satellite connectivity. For example, Verizon already uses our satellite-based portable network assets to help enable connectivity when fiber cables are compromised. We can supplement our terrestrial network with satellite connectivity to provide connectivity to customers in remote areas. And since they can be set up quickly, satellite connections provide a fast way to get cell sites up and running until we can establish a more robust, high-capacity connection.

Looking to the future.

I'm excited to see Verizon satellite connectivity aiding the hard work of emergency responders across the U.S. But these initial offerings are only the beginning. As we expand our satellite connectivity options, there'll be even more innovations, all aimed meeting the needs of the customers who need the most advanced, reliable connectivity—emergency responders.

Discover how Verizon Frontline provides public safety agencies across the US with reliable communication during emergencies.

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

¹ This capability is initially available to customers using select Android and Apple devices.

² The Verizon Frontline Fifth Annual Public Safety Communications Survey reveals how first responders are thinking about the ways in which connectivity and technology impact their profession, now and in the years to come. Source: [verizon.com/about/news/frontline-public-safety-communications-2025#FLPSSurvey2025091725NR](https://www.verizon.com/about/news/frontline-public-safety-communications-2025#FLPSSurvey2025091725NR)

³ Based on quarterly third-party wireless voice market share data, Q1 2024.

⁴ Initial satellite capabilities include text messaging and location detection on certain Android and Apple devices. For the latest updates, go to: [verizon.com/frontline](https://www.verizon.com/frontline). Source: [verizon.com/about/news/verizon-conquers-remaining-dead-zones-test-man-buzz-aldrin](https://www.verizon.com/about/news/verizon-conquers-remaining-dead-zones-test-man-buzz-aldrin)