

Verizon Frontline: myth vs. truth

Don't let myths and misconceptions undermine your decision-making.



Myth

FirstNet is the only network with priority and preemption.

FirstNet offers the best performance and reliability for first responders.

FirstNet is the only provider to offer network visibility.

Truth

Verizon Frontline truly prioritizes first responders, no matter what.¹

We provide automatic, always-on priority and preemption services for voice and data across our national 4G and 5G footprint. Our industry-leading 5G standalone core helps enable precise prioritization across bands – an approach that cannot be replicated on FirstNet's physical core.

FirstNet is not immune to network outages or performance issues.

In fact, single-carrier public safety networks have suffered multiple critical outages in recent years, disrupting response efforts in disaster situations. Because the Verizon 5G network spans a wide spectrum of bands, we have the capacity, performance and reliability to support the growing use of drone video, artificial intelligence (AI), telemetry and mobile command centers – including in rural areas and buildings. Verizon is America's most reliable 5G network.²

Verizon Frontline provides visibility into the network, including tower locations and event notifications.

Verizon Frontline also provides detailed insights into the health and performance of your network connections and proactive alerts to keep you informed of network changes and potential issues – in near real time.

Myth

An exclusive satellite partnership is an advantage.

Government oversight means greater accountability.

High-power user equipment (HPUE) is the best option for rural coverage.

Truth

Relying on a single satellite partner for backup communications creates a single point of failure.

That could lead to devastating interruptions in mission-critical connectivity. At Verizon Frontline, we work with multiple satellite partners to build redundancy and help ensure that we keep multiple connection paths open for first responders.

Government oversight doesn't necessarily translate to greater accountability to customers.

At Verizon Frontline, we truly prioritize first responders, no matter what. We are directly accountable to the more than 45,000 public safety agencies we serve,³ and competitive pressures push us to continually improve performance and service delivery.

High-power user equipment (HPUE) works on multiple network bands, but high-power boosting capability is only activated on Band 14.

Verizon Frontline takes a comprehensive approach to rural coverage, using our full network spectrum to achieve higher network density and greater reliability. Plus, we bring a massive fleet of 2,600 total satellite assets, including satellite-linked mobile deployable cell sites, mobile satellite link kits and permanent satellite links for facilities, to support your mission.

Truth: Verizon Frontline is the advanced network and technology for first responders.

For more than 30 years, public safety agencies have chosen Verizon Frontline as their trusted partner on the front lines. You can rely on our innovation, expertise and unwavering support to help power your mission before the call, through the response and beyond the recovery.

For more information, visit verizon.com/frontline or contact your Verizon Frontline Account Representative.



1. All first responders under eligible North American Industry Classification System (NAICS) codes are provisioned with network priority and preemption for voice and data communications on Verizon's 5G and 4G/LTE networks. Actual experience may vary depending on network and coverage conditions.

2. Based on RootMetrics® United States RootScore® Report: 1H 2026. Tested with best commercially available smartphones on three national mobile networks across all available network types. Your experiences may vary. RootMetrics rankings are not an endorsement of Verizon.

3. Based on quarterly third-party wireless voice market share data, Q1 2026