

Don't let myths compromise your mission

In public safety, the stakes are too high for uncertainty.

When it comes to mission-critical communications, you need clear, accurate information about the networks you rely on. That's why we're addressing common misconceptions and providing facts to help you make the right call for your team.

Myth

FirstNet offers the best performance and reliability for first responders.

Fact

It's a common misconception that, because FirstNet operates a band designated for public safety, it offers the best reliability and performance. But public agencies on FirstNet often share bandwidth with consumers. Only in the event of a declared emergency do first responders get exclusive access. And single-carrier public safety networks have suffered multiple critical outages in recent years, disrupting response efforts in disaster situations.

Ultimately, constraining public safety to a single-carrier, single-band system limits the potential for superior reliability and security. With bandwidth strictly capped on a single-band spectrum, these legacy models put an artificial ceiling on performance as emergency technologies evolve.

Verizon Frontline takes a different approach that spans multiple bands across a broad spectrum to deliver optimal performance and robust reliability. We have the capacity to support the growing use of data-intensive technologies such as drone video feeds, artificial intelligence (AI) telemetry and mobile command centers.



Myth

FirstNet is the only network that provides priority and preemption for first responders.

Fact

Verizon Frontline provides automatic, always-on priority and preemption – not just in a single band but across our entire national 4G and 5G footprint, covering both voice and data.

Our 5G standalone core and network slicing help isolate traffic logically and with more precision than can be achieved in a physical core on a dedicated band. This surgical precision helps us deliver more capacity with consistent performance and security. And our portfolio includes low-band spectrum, which means we match FirstNet's capabilities for broad coverage and strong signal penetration.

Verizon Frontline. Truly prioritizing first responders, no matter what.¹

Myth

For comprehensive rural coverage, it's best to rely on high-power user equipment (HPUE).

Fact

While HPUE can enhance signal, it is limited to Band 14, meaning it may not provide the full flexibility and range required for rural operations. Achieving comprehensive rural coverage relies heavily on network density, which helps ensure that first responders maintain robust, close-range signal strength across all available spectrum bands.

At Verizon, we leverage our full network spectrum to achieve higher network density, providing first responders with consistent connectivity and mission-critical reliability in the field, even in rural areas. And Verizon is America's most reliable 5G network.²

In addition, Verizon Frontline has 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. That's how we can help you keep mission-critical communications up and running, even when terrestrial infrastructures are compromised or unavailable.



2,600 total satellite assets



Myth

It's a clear advantage to have an exclusive satellite partnership for backup communications.

Fact

An exclusive satellite partnership may seem like a streamlined approach. But for mission-critical backup communications, redundancy matters more than exclusivity. Relying on one satellite operator creates a single point of failure and introduces potentially unacceptable risk to your mission.

That's why Verizon maintains a network of networks as part of our satellite strategy. We partner with multiple satellite providers to build redundancy into our communication links and help make sure that first responders have alternate routes to stay connected when terrestrial lines are unavailable.

Myth

Government-mandated oversight means that FirstNet has more accountability for delivering network stability and performance.

Fact

Government oversight sounds reassuring. In practice, it doesn't always translate to better outcomes. In fact, networks overseen by government bodies can be held back by bureaucratic friction that slows the pace of progress and innovation.

It's different in the private sector. At Verizon Frontline, we are directly accountable to the more than 45,000 public safety agencies we serve.³ Competitive pressure drives us to keep investing and advancing. If our performance or service delivery lags, we lose business.

As the network trusted by first responders for 30 years and counting, we believe accountability to customers is the strongest driver of innovation. That's what pushes us to keep advancing on your behalf.

#1 network choice in public safety⁴

verizon
frontline

Myth

Only FirstNet offers near-real-time network visibility, including tower locations and event notifications.

Fact

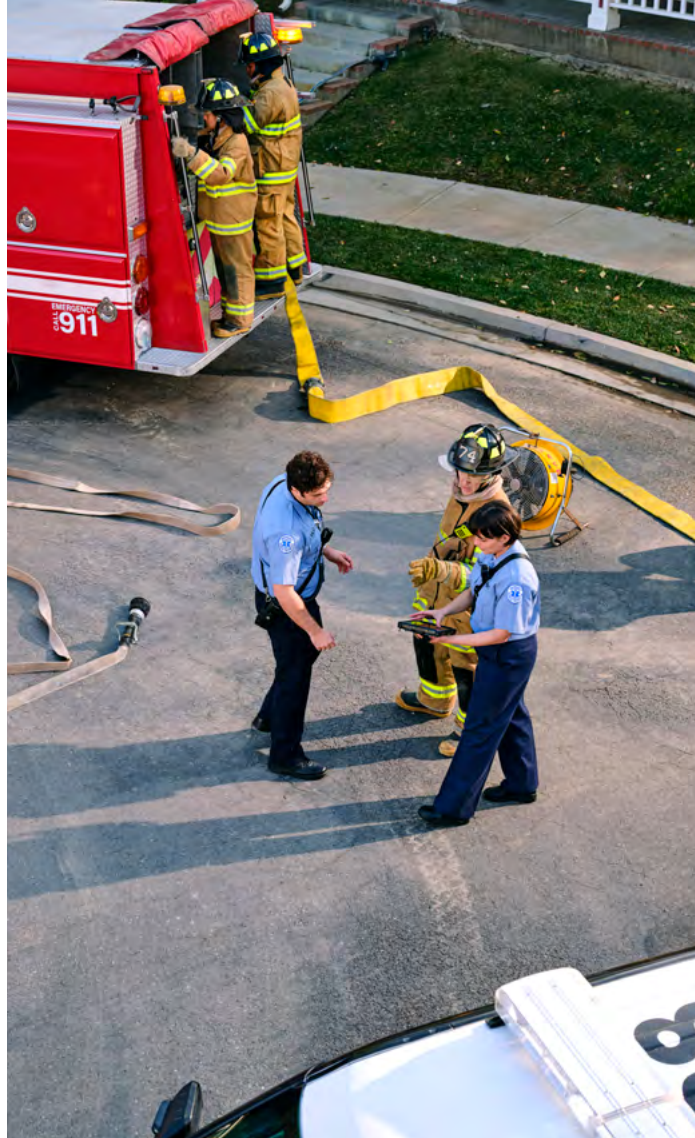
Verizon Frontline provides network visibility – and then some. Our near-real-time network visibility and proactive alerts can help give you crucial insights for planning and maintaining situational awareness.

Verizon network event notifications help keep you informed about network changes and issues that could potentially affect your operations. In addition, our Wireless Network Performance portal provides detailed insights into the health and performance of your network connections and assets.

The right choice for your agency

Verizon Frontline is the advanced network and technology for first responders. Before the call, through the response, beyond the recovery.

Reach out to a Verizon Frontline Account Representative to learn more. Or visit verizon.com/frontline.



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

4. Ibid.