T-MOBILE FOR BUSINESS

REVOLUTIONIZING CRITICAL SERVICES COMMUNICATIONS WITH T-PRIORITY.

In partnership with SAMSUNG

KEY TAKEAWAYS

- Critical service organizations face serious communication challenges, highlighting the need for modern, reliable solutions like T-Priority.
- T-Priority delivers prioritized access, preemption, and high-speed connectivity, allowing critical teams to communicate and share data even during peak network demand.
- T-Priority was built for current and evolving technological needs T-Priority support data-intensive applications and cutting-edge emergency response tools.
- Built for public safety—T-Priority empowers critical service organizations to respond faster and collaborate more effectively.

Addressing the critical need for reliable communications during times of emergency and recovery.

Communication is not just a tool for critical service personnel—it's a lifeline. In high-pressure environments, split-second decisions can make the difference between success and failure. Even day-to-day routine communications are often mission critical to field personnel.

Cleanup crews, utility teams, and healthcare professionals depend on reliable communication to coordinate the restoration of essential services. This can range from setting up mobile clinics to organizing the delivery of critical supplies like medical equipment, fuel, and tools.

Despite advancements in mobile technology, many organizations still struggle with communication challenges caused by network congestion, outdated telecommunications infrastructure, or interoperability issues. These obstacles impede collaboration, ultimately slowing down efforts to get communities back up and running.

T-Priority from T-Mobile addresses these challenges to help make communications more reliable for organizations that serve the public during and after emergencies.

T Priority

T-Priority extends priority access beyond voice to data, delivering fast, reliable connectivity for video, telemetry, and other mission-critical applications.

Understanding the challenges in critical service provider communications.

T-Priority gives critical service providers and public safety agencies dedicated, high-priority connectivity—helping them overcome the network challenges that can disrupt emergency response.

Network congestion.

Large-scale emergencies or events with large crowds or high levels of activity can overwhelm communication networks, causing delays or even failures. If critical service provider communications compete with general network traffic during and in the immediate aftermath of crises, calls may drop or fail, data transfers can become bogged down, and connectivity could be disrupted at critical moments.

Outdated infrastructure and growing data demands.

Many critical service teams still rely on legacy communication systems like land mobile radios (LMRs) or 4G LTE networks. While these technologies support essential voice and low-bandwidth applications, they lack the capacity for real-time, high-resolution data transfer. Today's emergency response and recovery efforts increasingly depend on data-intensive tools such as ultra-HD video feeds, AI-assisted diagnostics, and autonomous drones. A 5G network with advanced capabilities like network slicing and ultra-low latency ensures these high-bandwidth solutions perform reliably in crisis situations.

Interagency coordination gaps.

Public safety operations often require collaboration between police, fire, EMS, and critical service organizations. However, disparate communication systems and/or incompatible platforms create barriers that delay the exchange of vital information. This problem is exacerbated during large-scale mutual aid events, where supporting organizations come from outside the region or state.

Dynamic and harsh environments.

Emergencies often occur in challenging settings—remote areas, wildfire zones, or disaster-stricken regions—where communication networks (LMR and cellular) may be compromised, making it even more difficult to maintain connectivity during emergencies.

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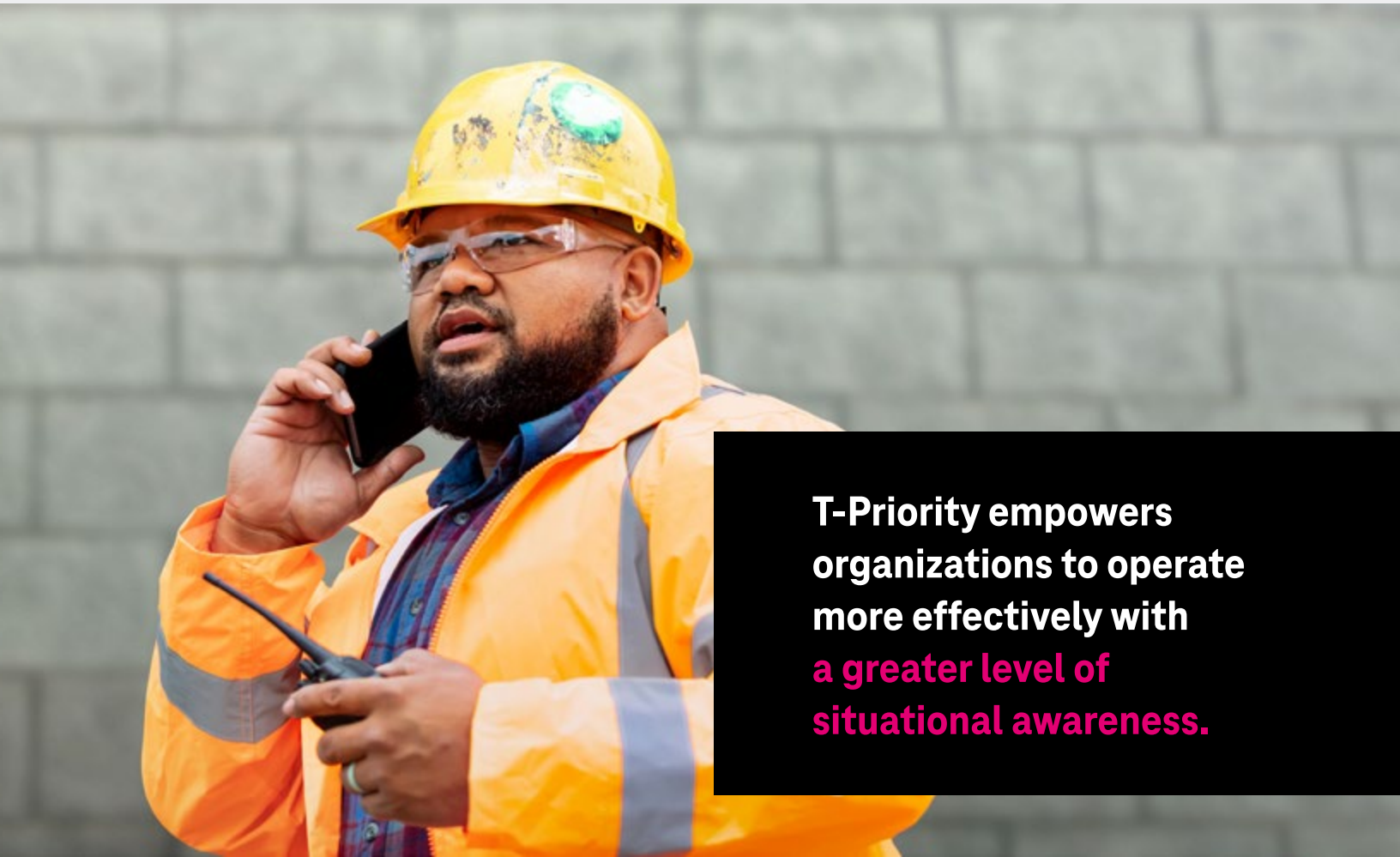
T-Priority delivers unprecedented communication and data capabilities.

T-Priority, powered by the T-Mobile 5G Standalone (5G SA) network, offers nation's first dedicated 5G network slice for public safety and critical services. Network slicing helps ensure reliable, high-speed connectivity even during times of peak network demand.

With T-Priority, critical service providers get unprecedented priority access to the full breadth of our industry-leading commercial 5G network. Fast, reliable connectivity makes it possible for critical service teams to transmit and receive data—such as location updates, real-time video feeds, or weather alerts—quickly and seamlessly.

T-Priority also provides always-on priority access, helping ensure critical service teams get bandwidth preference over regular users. Additionally, T-Priority offers preemption, which reallocates network resources from lower-priority traffic so that critical communications are not interrupted.

By combining advanced technology with features tailored to the needs of critical service providers—such as enhanced data sharing for damage assessments, tools for coordinating response efforts, and prioritized connectivity for essential applications—T-Priority empowers these teams to operate with greater efficiency, speed, and precision during emergencies and recovery efforts.



T-Priority empowers organizations to operate more effectively with a greater level of situational awareness.

5G SA: The technology behind T-Priority.

The T-Mobile 5G SA network is the technological backbone of T-Priority. Unlike 5G non-standalone (5G NSA), which relies on legacy 4G cores, 5G SA operates on a dedicated 5G core, unlocking the full potential of next-generation mobile connectivity.

To take advantage of 5G technologies, organizations need 5G capable devices. The latest Samsung mobile devices, for example, are fully compatible. To determine if your device works with T-Priority, T-Mobile maintains an **updated list of compatible devices.**

T-Priority creates a dynamically dedicated "emergency lane" on the 5G network for critical services, helping ensure their traffic is prioritized over all other users during emergencies.

How 5G SA benefits public safety and critical service providers.

5G

Higher speed and capacity.

The T-Mobile 5G network delivers data speeds faster than every competing network, enabling more seamless transmission of high-resolution video and large data files.

Ultra-low latency.

With ultra-low latency (minimal delays in data transmission), 5G SA supports real-time tools like telemedicine, AR overlays, and drone operations.

Dynamic network slicing.

T-Priority creates a dedicated "emergency lane" on the 5G network for critical service providers, helping ensure their traffic is prioritized over all other users after emergencies. This feature dynamically adjusts to accommodate extreme surges in demand, such as during natural disasters or large-scale public events.

The transformative capabilities of T-Priority, illustrated through real-world scenarios.

Wildfire management and recovery.

Critical service teams involved in wildfire recovery—including utility workers, environmental experts, and logistics coordinators—depend on reliable connectivity to coordinate their efforts. With prioritized network access, T-Priority users can rely on their tablets or smartphones equipped with the Android Team Awareness Kit (ATAK) staying connected. The teams can then access real-time weather updates and site assessments, anticipate challenges, and prioritize tasks. Additionally, ATAK can integrate data from satellite images, weather data, and drone footage, allowing teams to visualize downed power lines, hazardous debris zones, and other damage all on a single interface.

Waste management.

During a major urban cleanup operation following a natural disaster, waste management teams equipped with sensors and GPS-enabled devices can track trash collection trucks in real-time and provide instant updates on waste disposal sites' capacity. The transmission of critical data from truck sensors helps ensure waste collection runs smoothly. Transmission of video feeds from drones or cameras on trucks can provide waste management supervisors with live visual updates on areas that need attention, allowing for more efficient planning and resource allocation.

Utility work.

In the aftermath of a localized power outage, such as a substation failure or damaged transformers, utility crews dispatched to repair power lines can use 5G-enabled smart helmets and augmented reality (AR) glasses to receive real-time instructions, schematic updates, and safety alerts as they work to restore service. Our 5G network can deliver communications and files between control centers at ultra-fast speeds, enabling teams to quickly adjust repair strategies as new issues arise. Alerts about downed power lines or gas leaks, along with other critical service communications, can be transmitted without obstruction.

Large-scale public events.

During a citywide marathon or major concert, T-Priority delivers real-time data that critical service providers can act upon immediately. Instead of relying on vague radio descriptions in noisy environments, teams can receive specific information: Utility teams can be alerted to power grid overloads or water system issues caused by high demand from event attendees. Healthcare teams can receive real-time updates on areas where medical tents may need additional staff or medical supplies. Transportation teams can be notified of congested routes, enabling them to manage crowd movement, or re-route vehicles for emergency access.

Proactive emergency response using IoT sensors.

As a major storm rages across a large city, high-density IoT sensor networks can allow tracking of its impact in real time. AI-powered flood detection systems, on our 5G network, can aggregate high-resolution water level data from thousands of sensors to model rising flood zones and automatically trigger evacuation alerts. Utility teams can deploy connected drones and smart sensors to assess damage to substations and transformers, transmitting high-definition video and sensor data over 5G for rapid decision-making. Transportation teams can leverage AI-powered traffic management systems, processing telemetry from connected vehicles, HD cameras, and smart sensors over 5G.

How T-Priority stands out from other connectivity solutions.

T-Priority offers features that set it apart from other solutions, including:

Unmatched performance.

Offers 40% more 5G capacity than other providers, faster 5G speeds, and provides 5G coverage to 98% of the U.S. population, including many rural areas.

America's first dedicated 5G network slice for critical services.

Helps ensure that critical services have the network resources they need 24/7, even during the rare event of extreme network congestion. Unlike Band 14, which will continue to operate on 4G for several years, the T-Priority delivers the capacity and speed to support emerging technologies now.

5G SA core.

Operates on a 5G SA core, unlike competitors that rely on hybrid 4G/5G systems with 4G cores.

Comprehensive security.

Sensitive communications can be protected by a Secure Access Service Edge (SASE) architecture. A security slice can keep sensitive data separate from general network traffic using the power of the 5G SA network. SASE leverages zero-trust network access principles to safeguard against online threats.

T-Priority offers 40% more 5G capacity than other providers, faster 5G speeds, and provides 5G coverage to 98% of the U.S. population, including many rural areas.

Preparing for tomorrow's challenges: future-ready technology.

The advanced infrastructure that supports or complements emerging technologies supports or complements emerging technologies that are defining the next generation of public safety and critical service operations. Some powerful examples of emerging applications and capabilities include:

Mission Critical Push-to-Talk.

Mission Critical Push-to-Talk (MCPTT) combines the quick, reliable communication of two-way radios with the flexibility of smartphones. This significantly expands what conventional LMR systems can do. With MCPPT, critical service providers can use smartphones like two-way radios and take advantage of smartphone features to send messages, share images, and even track locations.

A rugged mobile device like the Samsung Galaxy XCover6 Pro is ideal for MCPTT operations, offering a dedicated push-to-talk button for a familiar user experience while providing the full utility of a modern smartphone. Having MCPTT in addition to T-Priority's high-speed, low-latency network—along with priority access and preemption—provides two routes for critical communications to get through, even during network congestion.

Augmented reality.

AR overlays during search-and-rescue missions can provide responders with live environmental data, such as building layouts or heat maps. Cleanup crews can use AR headsets to overlay information, such as the locations of toxic materials and unstable structures, helping them navigate through these areas safely and prioritize high-risk areas for cleanup. This allows responders to identify escape routes, locate individuals in danger, and avoid structural hazards with unparalleled precision.

Global connectivity.

Through our partnership with SpaceX, T-Mobile will extend coverage to more remote areas, providing capabilities to previously underserved locations where reliable communication has been challenging. This will help ensure critical service teams remain connected when it matters most, empowering organizations to respond more effectively, even in difficult environments.

Smartphones as the primary computer in public safety vehicles.

Public safety and service vehicles are evolving into mobile command centers, powered by smartphones like the Samsung Galaxy S24, integrated with Samsung DeX. This innovative solution transforms mobile devices into versatile workstations, reducing the need for traditional laptops.

With T-Priority's high-bandwidth, low-latency connectivity, and Samsung DeX's ability to provide desktop-like functionality, critical service providers can perform vital tasks more efficiently. Utility teams can access and update detailed infrastructure maps, monitor power grids, and pinpoint outages in real time, helping ensure faster restoration efforts. Healthcare providers can securely access patient records, coordinate transports, and manage medical logistics. Cleanup crews can analyze live environmental data, such as air quality reports or hazardous debris locations, enabling safer and more organized recovery efforts.

Empowering critical service providers with reliable connectivity.

T-Priority takes a transformative step forward in public safety and critical service provider communications. By combining cutting-edge 5G technology with features and capabilities designed for critical service teams, T-Priority addresses today's challenges while paving the way for future innovations. With T-Priority, critical service organizations can respond faster, collaborate seamlessly, and save more lives—because in emergencies, every second counts.

This is enhanced critical service communications with T-Mobile.

Explore solutions at T-Priority.com and see how we empower essential operations.

T-Priority available for qualifying organizations on eligible rate plans. WPS enrollment with USDHS required. Features available on our network; not available while roaming. Some T-Priority features only available in areas of Ultra Capacity 5G coverage with capable device and 5G Standalone settings; see T-Mobile.com/5Glayers. Coverage not available in some areas and may be impacted by emergencies; check your response area. Fastest 5G Network based on analysis by Ookla® of Speedtest Intelligence® data of national Speed Score results incorporating 5G download and upload speeds for Q1–Q2 2024. Ookla trademarks used under license and reprinted with permission.