How Sprint works for Public Safety

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Sprint Emergency Response Team

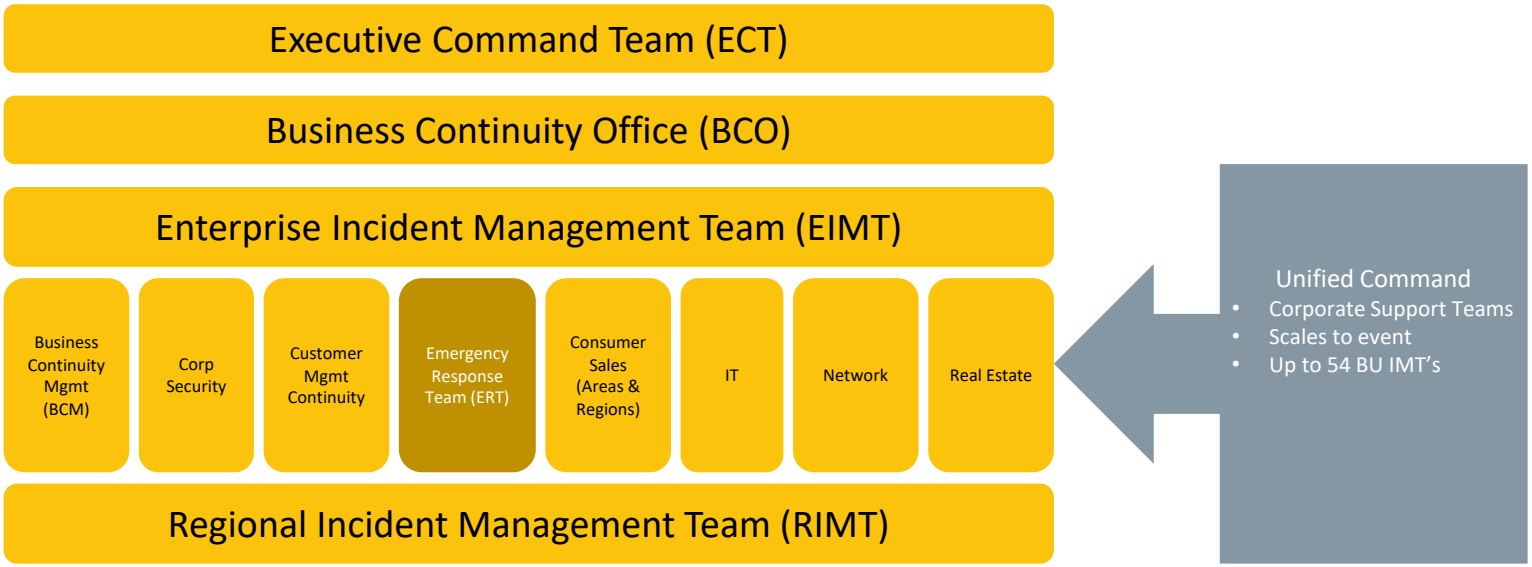
Solutions for a safer community

Agenda:

- Sprint for Public Safety
- Emergency Response Teams
- Mobility Solutions
  - Sprint Multiline
  - Sprint Secure Net
  - Data Link
  - Wireless Priority Service
  - Body Worn Cameras
  - Enterprise Messaging Services
- Appendix
  - 1M Project

Enterprise Incident Management

The **Enterprise Incident Management Team (EIMT)** is organized to convene quickly to provide the leadership, policy & logistic support necessary to respond to & recover from an incident. The EIMT consists of members from specific Business Units (BUs) within the company, selected for their role in the company during a disaster. The EIMT is chaired by the Business Continuity Office. Each organization within the company that has a significant role in incident management has representation on the EIMT.



Network Recovery & Emergency Response

NETWORK MANAGEMENT & DISASTER RECOVERY

UTILITY OPERATIONS

PRE-EVENT

- Network Build / O&M
- Cell Site and Network DR Planning
- Network Performance Management
- Special Event Planning
- Readiness Reviews
- Exercising
- Regulatory

Maintaining and Restoring Sprint Network

EVENT RESPONSE

- NOC Operations
- Wireless and Wireline Network Restoration
- Restoration Prioritization Activities
- Network Monitoring & Status Reporting

Feeding Resources into Government Operations

EMERGENCY RESPONSE TEAM

ESF2 OPERATIONS

PRE-EVENT

- Contingency & Operational Planning & Exercising
- Process & Policy Development
- Education & Outreach
- Technology Development
- Public / Private Partnerships

EVENT RESPONSE

- Government | DoD | Industry Coordination
  - **Mission Assigned Resource Fulfillment**
  - Equipment, Mobile Infrastructure, Personnel
  - Operations, Logistics, Technical Support
- Event Management
  - EOC Staffing - Physical and Virtual
  - Reservist Management
  - Information Collaboration / Situational Awareness

Emergency Response Teams

We help keep you connected during times of crisis through:

- Training
- Equipment
- Infrastructure
- Products and Services
- ERT Go-Kit
- Priority Services

Emergency Response Team

Staff: 16 core management plus 1,100 fully-trained employees who represent Sprint during disasters, emergencies or needed situations

Equipment: Inventory of over 25,000 devices

Specialized Mobile Fleet: SatCOLTs (Satellite Cell on Light Trucks), Satellite Trailers, VSAT Systems, and other communications equipment

On Demand Capabilities: Cellular, Push to Talk, 4G LTE, Interoperable LMR/Video/VoIP, Dedicated Internet Access, Managed WIFI, Sprint MPLS

Community Support: Experienced team members providing support for the community, industry, and government agencies during crisis and disaster events

25 x 14 Program

FREE EQUIPMENT – Disaster Support

- Qualifying Event - Federal or State Declared Disaster or Incident of National Significance
- Qualifying Agency – Any State and Local Government Agencies, Public Education
- Quantity of Units – 25 units per requesting agencies
- Duration of Units – 14 days of free support from the date of declaration and requesters can get more days if ordered before actual declaration

FREE EQUIPMENT – FTX:

- Up to 25 units for up to 3 days at $0.00
- 5 business day minimum lead time
- Infrastructure support (i.e., SatCOLT, COW, BDA)
- Qualifying Agencies: Any State or Local Gov't Agencies (to include PUBLIC education and GOV'T Hospitals).
- Quantity of Free Units – 25 units per requesting agency
- Duration of Free Units – 3 Days

IRMA / HARVEY - STAGING

ERT

SatCOLTS
VSATs
DSV
Handsets / MBB
Small Cell
WIFI
Fueling
Strike Teams

Network

COWs
COLTs
Generators
MW Kits
Fueling
Strike Teams

IRMA / HARVEY

Hollywood
Naples
Everglades City

Marathon x 2
Big Pine Key x 2
Key West

Rockport EOC
Rockport Public Works x 2
Port Aransas Airport

IRMA / HARVEY

Harvey

500 Handsets
100 Aircards
20 Wireless AP's
10 eFEMTO
4 oFEMTO
6 NSC nodes
20 Magic Box

Irma

1,000 Handsets
200 Aircards
40 Wireless AP's
10 NSC nodes
40 Magic Box

Puerto Rico / USVI

43 Sites on Satellite Backhaul

10 Satellite Broadband Remotes

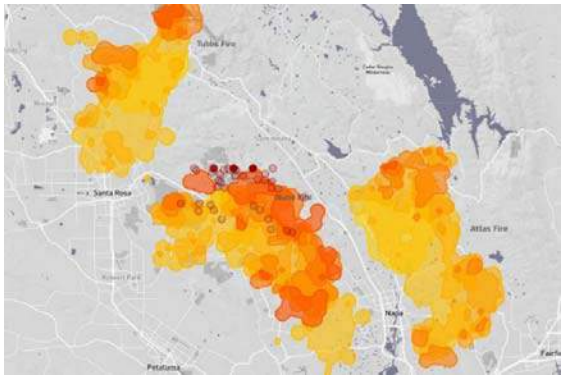
- Public Safety / EMA
- Logistics
- NGO/NP
- Retail

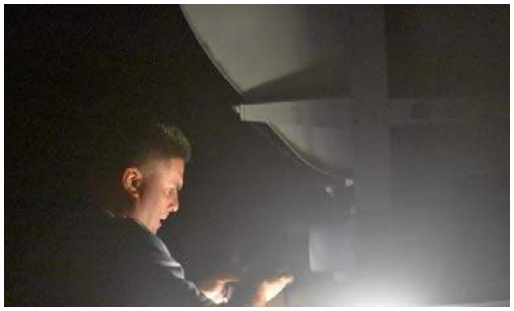
Northern California Wildfires

Evacuee and Sheltering Broadband Access and Cellular Connectivity

- **SatCOLT**
- Kaiser Evacuees
- 2 outdoor Access Points
- 6 Indoor Access Points
- Phone bank

- **COW**
- Sonoma County Fairgrounds
- Capacity add





Engagement Contact Information

Emergency Response Team
24x7x365 ERT Hotline staffed
by our Dedicated ERT Support Team

888.639.0020 (24x7x365)
254.295.2220 (GETS users)
ERTRequests@sprint.com

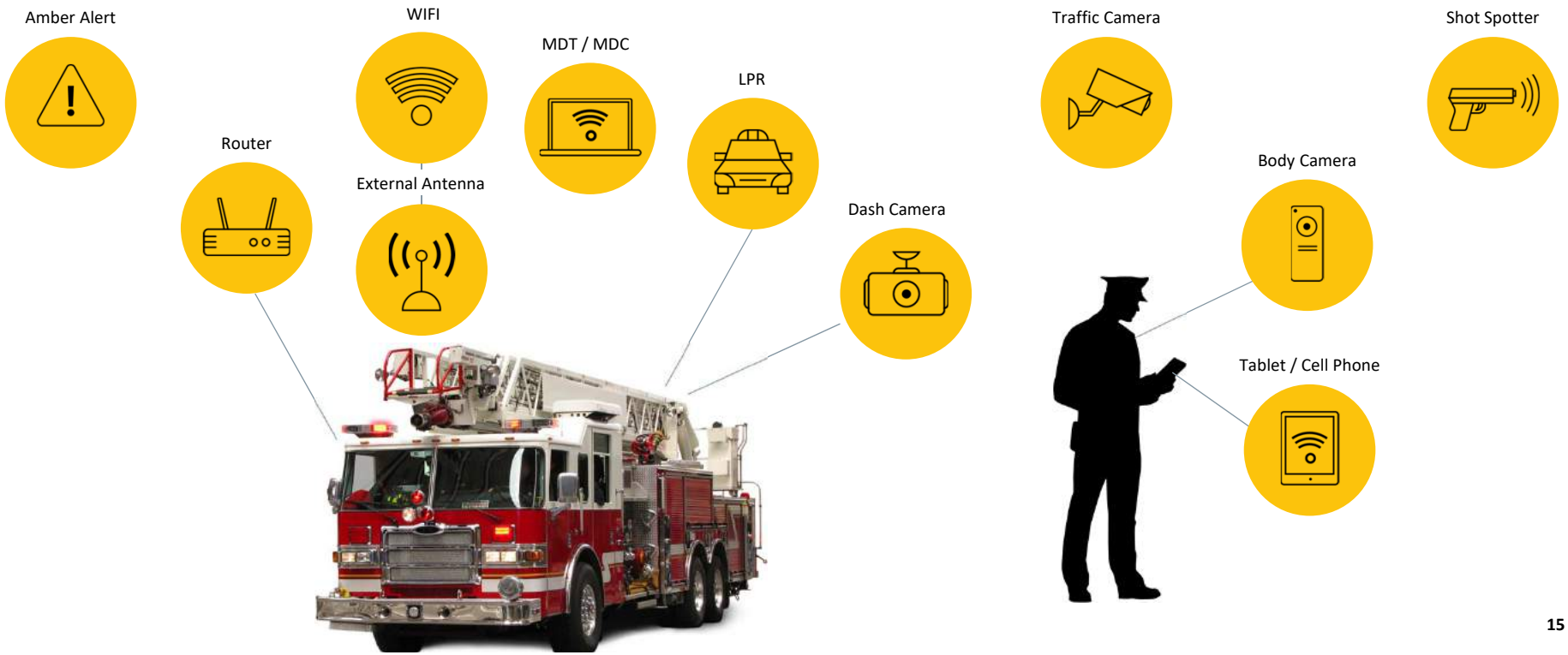
Casey Muilenburg
Manager, West Region
206-290-4793
Casey.muilenburg@Sprint.com

Become a Facebook Fan!
www.facebook.com/SprintEmergencyResponseTeam

Information we will request

- What solution do you need?
  - Voice, Data, Cell Voice, Cell Data
- How many people and devices will we be supporting?
- Address or Lat/Long of location to be supported
- On-Site Point of Contact Information
- Cellular Voice solutions over satellite require Local PSAP/911 center information
  - PSAP FCC ID
  - PSAP Name
  - PSAP 10 Digit Phone Number

Connectivity is evolving all aspects of Public Safety for First Responders



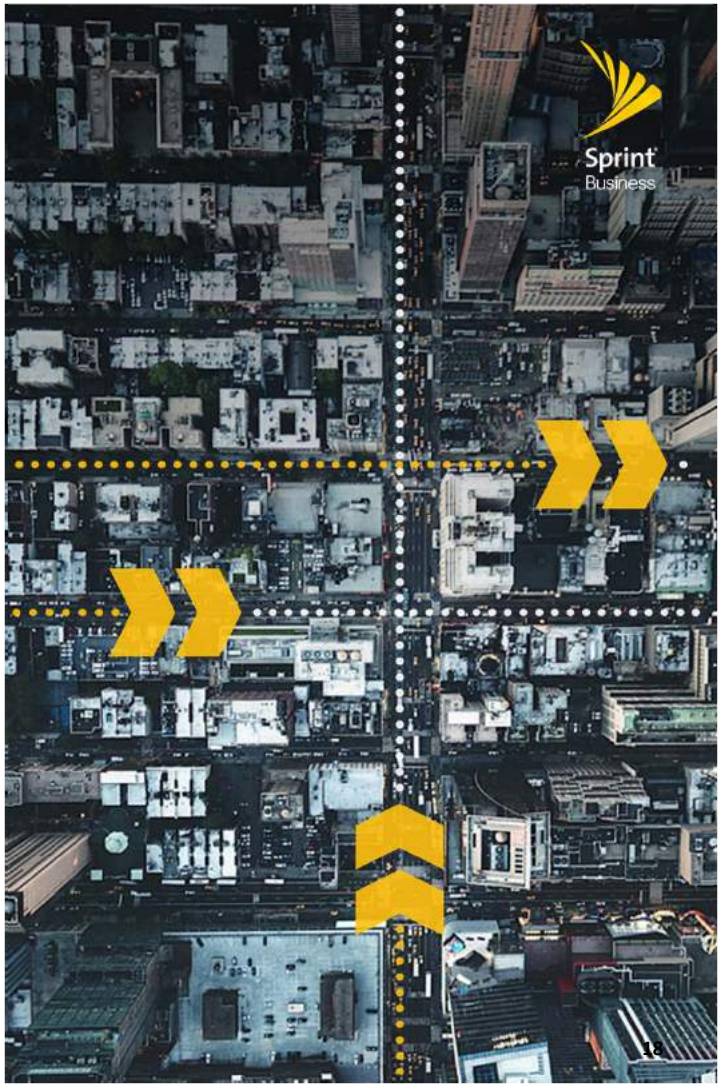
Mobility Solutions

- Sprint's network serves as the foundation to connecting your agency regardless of location
  - Sprint Multiline
  - Session persistence
  - Secure data
  - Wireless Priority Service
  - Emergency Response Team
  - Body Worn Camera
  - Enterprise Messaging Services

We're investing in our network – the foundation for a securely connected agency

We're building the foundation for 5G

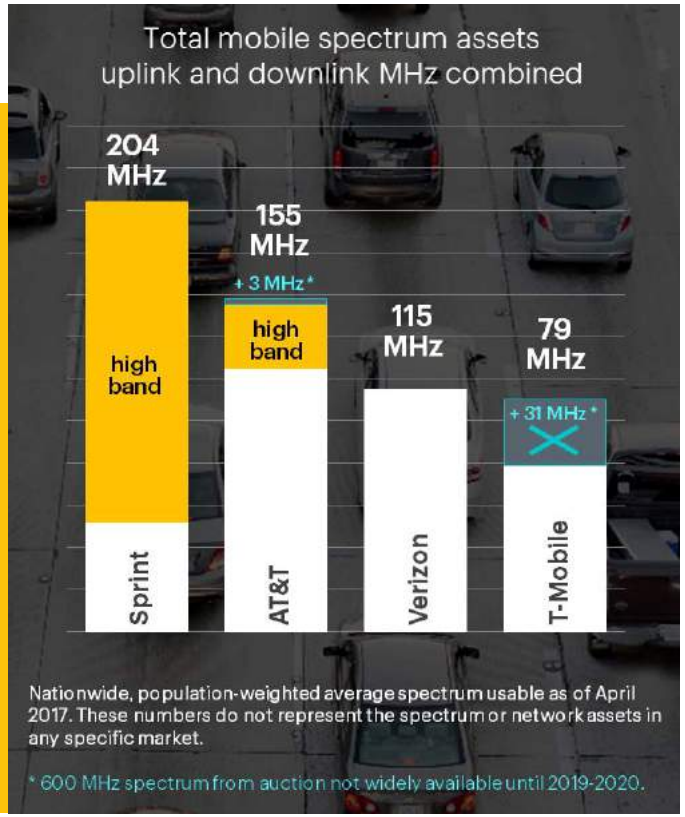
- Secure connectivity to mission-critical information – regardless of location
- More expansive coverage and solutions for staying connected
- Integrated GPS services to improve near real-time situational awareness and enhance the safety of officers and citizens
- API driven platforms that help incorporate the Internet of Things, smartphones, tablets and informational databases



No U.S. carrier beats our spectrum holdings

That's important because capacity and speed matter.

- Spectrum is what provides the capacity and speed that our customers require now and in the future
- Unmatched by the competition. Sprint has 77% more spectrum than Verizon and 29% more than AT&T
- Sprint has more high-band spectrum, which is crucial for the capacity and speed required for unlimited and ultimately 5G solutions

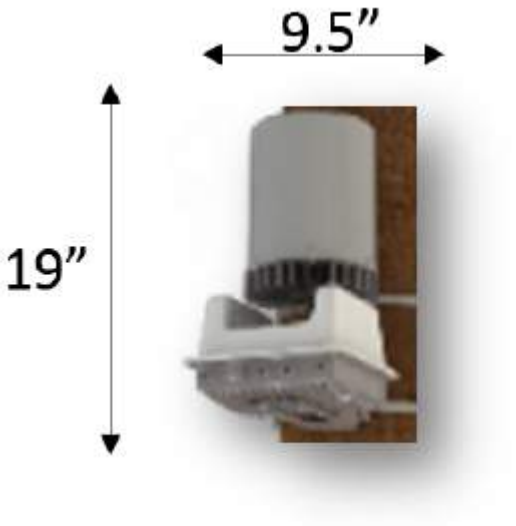


Sprint Airspeed

The Airspeed device is designed to enhance ***data coverage only*** in areas that are hard to deploy a typical small cell.

The Airspeed is a small device that can be mounted virtually anywhere and can be plugged into a standard wall outlet.

Survey and site inspection to discuss installation options and locations along with taking RF measurements to ensure the Airspeed device will work properly in the desired location.



Sprint Multiline

Ability to separate business from personal communications on a single device --- complete with a second phone number, voice mail and text messaging that is automatically and securely recorded and captured

- Help agencies increase productivity
- Better engage with public constituents
- Improve service
- Reduce operating costs
- Ensure mobile compliance

Employees use their personal line as they always have

Their business line is separately housed in the Sprint MultiLine application

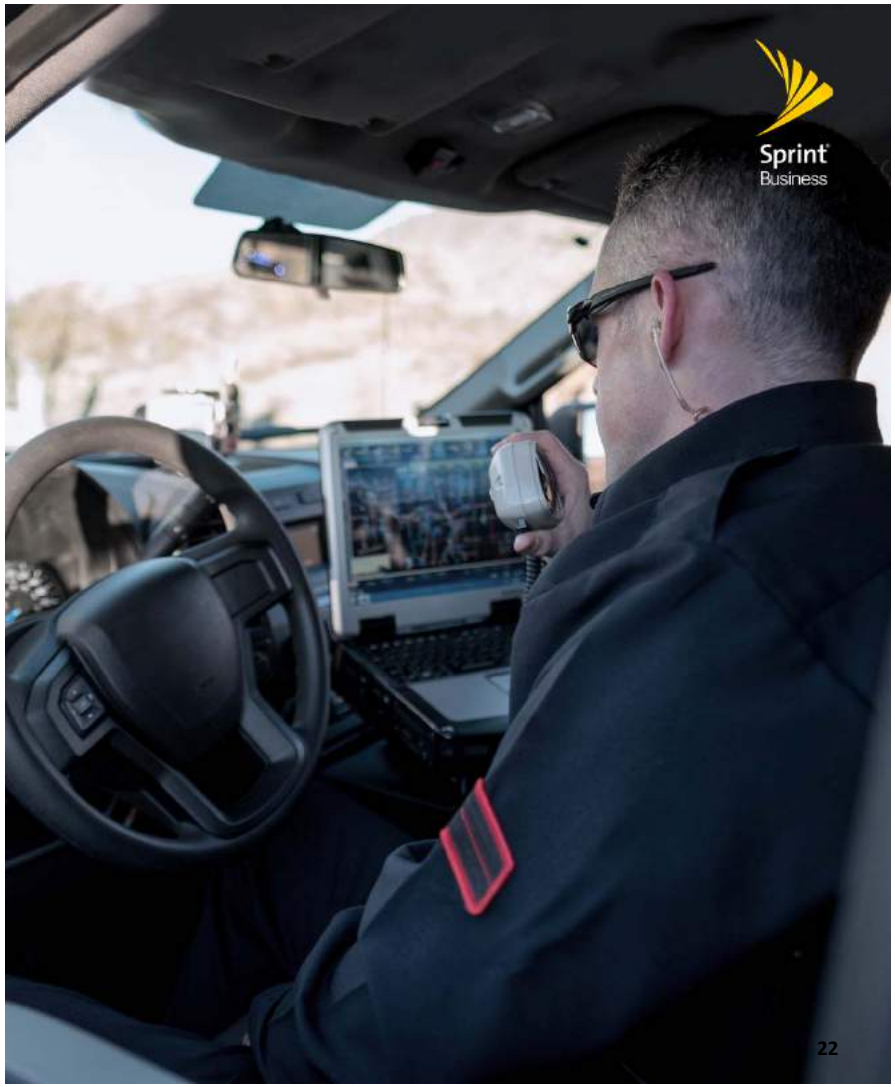
The application has a separate dialer, contacts and messages

2017 Legislation: Public Records Act

Sprint Secure Net

Constant connectivity for the people who need it most.

Sprint Secure Net is an application persistence solution that helps keep first responders and their mobile devices securely connected seamlessly to their internal networks via 3G, 4G, Wi-Fi or Land Mobile Radio (LMR).



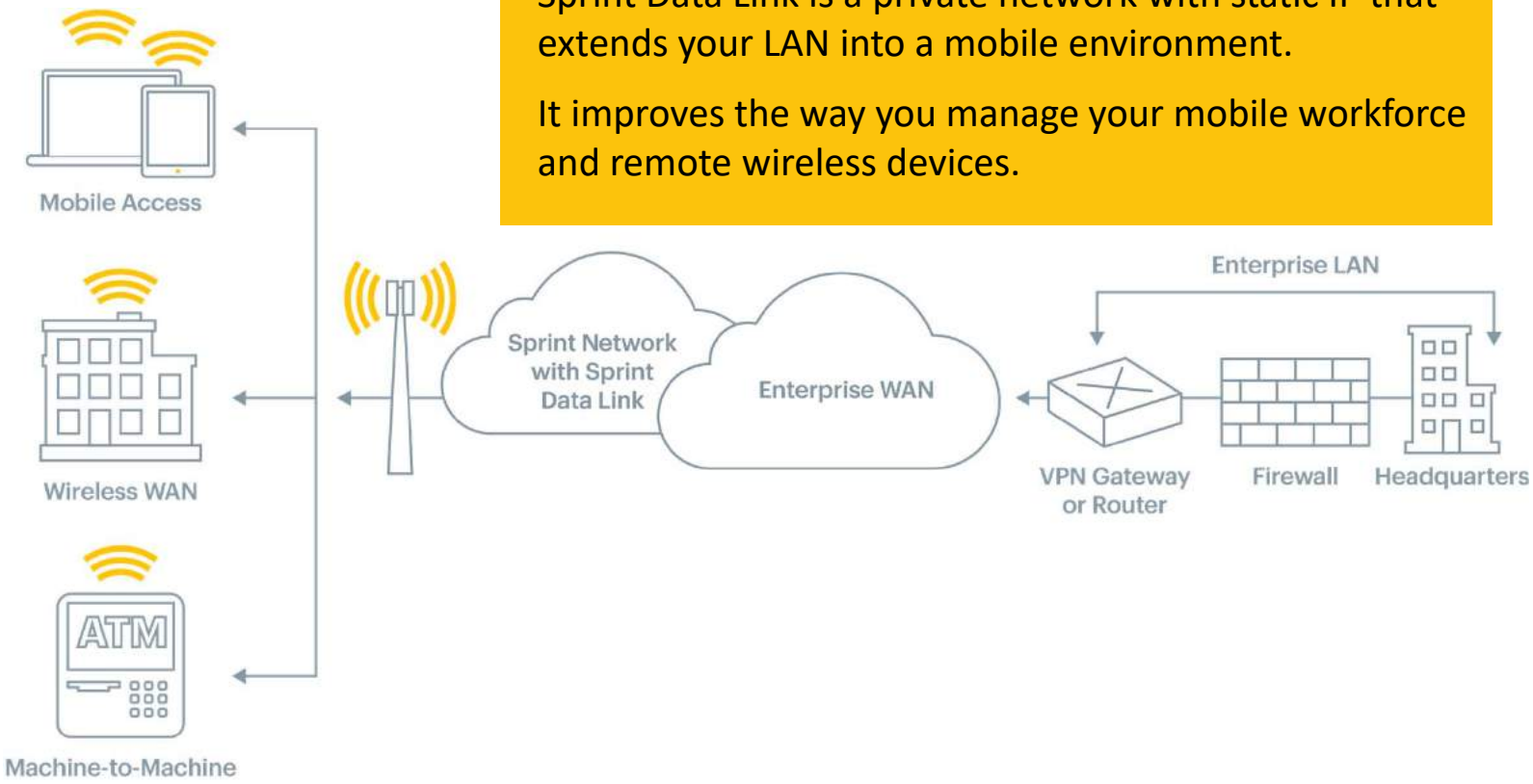
Sprint Secure Net

- Ensures access to mission-critical resources virtually anytime, anywhere
- Secure access to Active and archived files
- Provides officers the best available connection via 3G, 4G, Wi-Fi to your HQ network
- Gives first responders the power to access the information using mobile devices with unlimited data and two-factor authentication
- Session persistence

Data Link

Sprint Data Link is a private network with static IP that extends your LAN into a mobile environment.

It improves the way you manage your mobile workforce and remote wireless devices.



Data Link

Provides a completely private, secure, high-speed wireless connection.

Sprint Data Link can connect a variety of devices used on the job supporting:

- Mobile workers
- Remote locations
- Portable or fixed devices
- Backup solutions for wireless access

Wireless Priority Service (WPS)

We help keep you connected during times of crisis.

- Access to the speed and reliability of the Sprint network
- Get priority access for voice services if networks become congested
- Reach thousands of people in seconds
- Free of charge

Safety

Sprint works for Public Safety by helping you gain access to near real-time situational awareness.

- Protecting officers and first responders in the line of duty
- Minimizing the frequency in use of severe force
- Promoting positive behaviors of citizens and officers
- Improving response times

Integrating mobile solutions to improve safety and effectiveness

Connected Officer Platform

A single platform for improving responder safety and team performance

Integrate critical apps, sensors and services together in one place, all through secure mobile devices.

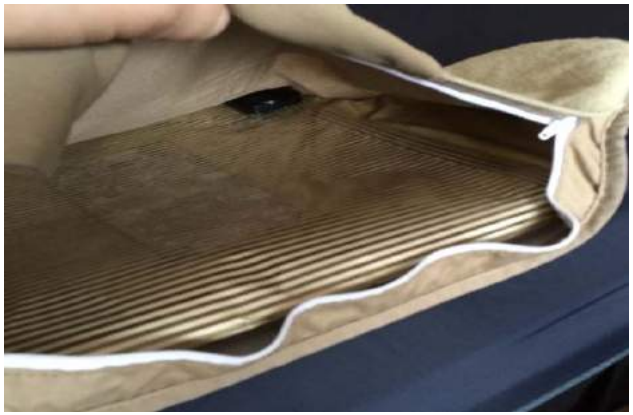
- Increase team performance by leveraging improved data and insights
- Improve responder safety with automated alerts
- Give commanding responder greater visibility
- Improve public safety with faster reaction times and more accurate information

Enhancing situational awareness

AID, Automatic Injury Detection

Military-proven technology.

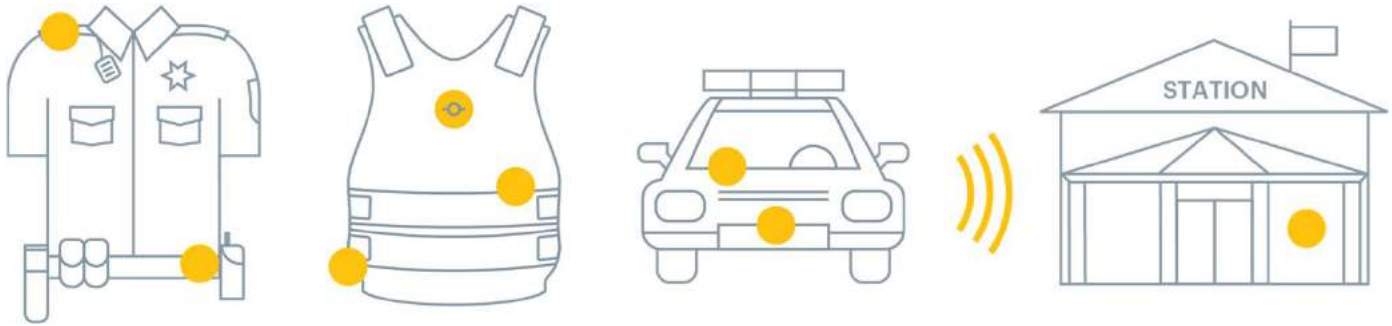
- Used with existing body armor, this vest sends immediate notification when shot or stabbed.
- AID alerts an entire force in seconds with:
  - A Sprint call and text for help
  - The responder's ID
  - The location of the attack shown on a map with GPS coordinates
  - Location of the injuries (front, back, upper chest, lower chest, upper back, lower back)
  - Type of attack: knife, pistol, rifle, shotgun
  - Other medical information such as blood type and allergies



How the platform works

- Connected weapons and vests can automatically alert HQ and nearby teams
- Connected holsters can trigger body cams
- GPS tagging gives responders a view of field teams

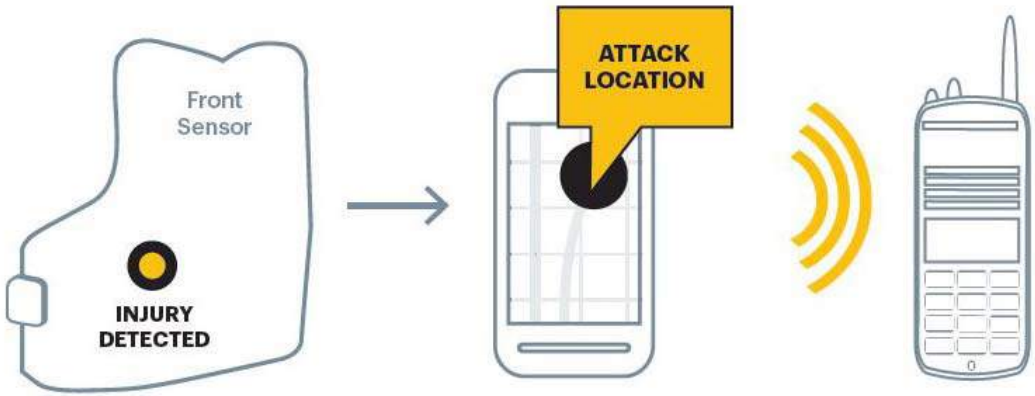
- Dash-mounted cameras provide real-time footage that helps you:
  - Increase responder safety and accountability
  - Ensure mission-critical evidence never gets missed
  - Enable greater public safety
  - Clarify complex incidents
  - Minimize recurring public risk



AID improves response times

AID is cutting-edge technology that saves lives.

- Improves EMS response times dramatically
- Increases officer backup response time
- Provides lifesaving data in seconds
- "Listens in" at point of attack to provide responders with critical intel
- Keeps the public safer by providing near real-time attack information



AID, Montgomery County Sheriff's Office

[redacted]

Automation of tasks and capturing video using smartphones

Technology impacts

Rialto, CA, in 2015

87%

Citizen complaints

59%

Use of force

Phoenix, AZ, in 2014

22.5%

Recorded complaints

47.7%

Complaints involving excessive force

Sources: ASU, December 2014 Evaluating the Impact of Officer Worn Body Cameras in the Phoenix Police Department. Journal of Quantitative Criminology, The Effect of Police Body-Worn Cameras on Use of Force and Citizens' Complaints Against the Police: A Randomized Controlled Trial September 2015, Volume 31, Issue 3, pp 509–535. Produced by Police Foundation Tony Farrar, Chief of Rialto (CA) Police Department

Automation

Sprint makes tasks easier to perform, improving accuracy, productivity and timeliness with secure mobile devices.

- Integrates a variety of devices and tools necessary to do the job, regardless of the employee's location
- Automates and provides contextual data for unique insights to achieve greater operational efficiency
- Documents incidences easily for evidence and record keeping

Uniform and smartphone BodyWorn cameras

Get clarity on first responder actions with a complete live-stream of events.

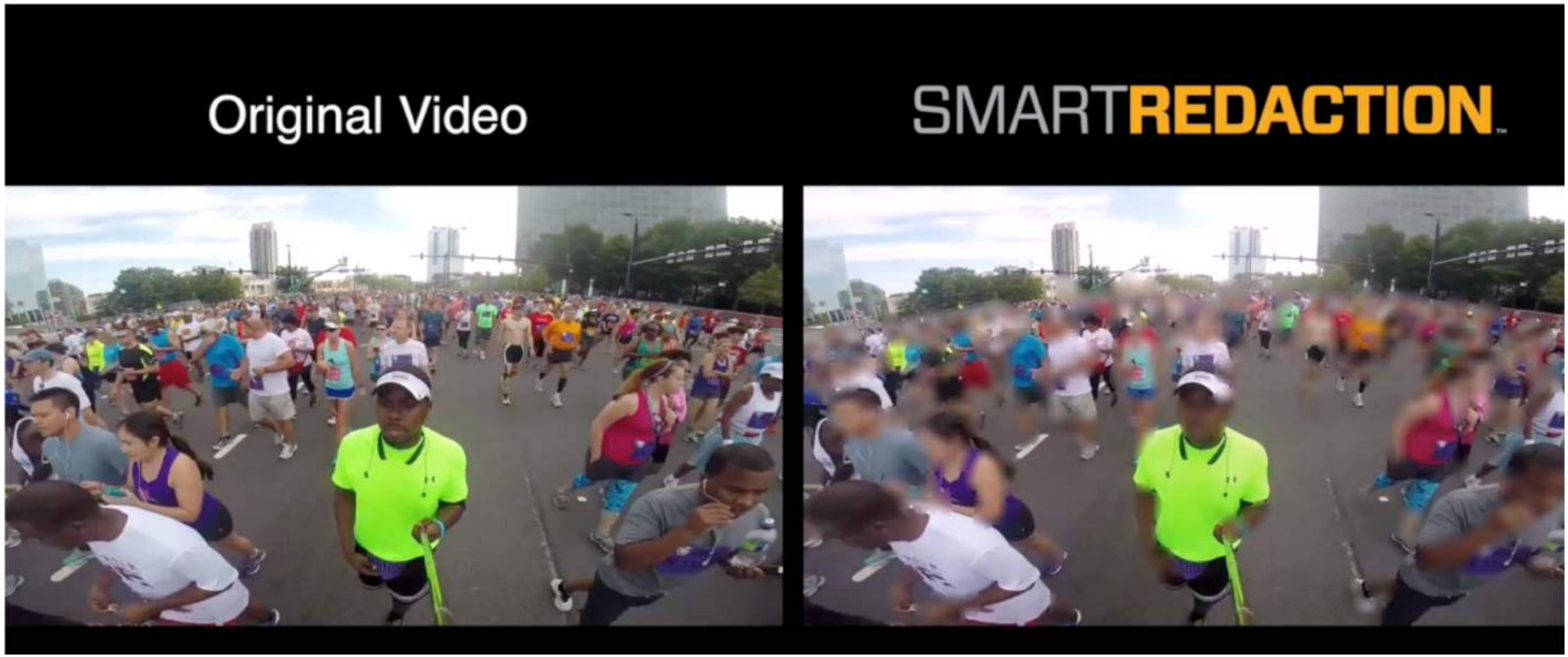
- Embedded LTE live-streaming solution
- Policy-based recording
- Real-time communications
- Integrates with wearables, smart holsters, weapons, vests and dash cameras
- Smart Video Redaction

In-vehicle cameras

Complete live-stream of events in patrol cars.

- Embedded LTE with dual SIM capability
- Dual Wi-Fi for Vehicle-Area-Network
- Support for Vehicle Diagnostics & GPS
- Support for Siren Triggered system activation
- Remote Management/Configuration
- Inputs for in-vehicle dash and rear seat cameras
- 128 GB Internal Solid State Drive

Smart Redaction



App-based smartphone as body camera

The all-in-one body camera solution powered by smartphone technology.

- Just tap one button on side of phone to start recording
- Hold button to end recording
- Footage automatically and securely uploads to the cloud for review
- Geo-fencing options
- Location-based search and analytics

Enterprise Messaging Service

Discover the fastest way to send mass alerts and notifications across all major networks, platforms and devices.

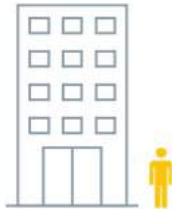
Reach thousands of people in seconds

Utilize Short Message Service (SMS), email and voice

Receive delivery confirmation

Route messages to all employees

Store up to 25K address book entries



Separate enterprise vs. personal messages

Fleet Tracking — improving dispatch accuracy and effectiveness

Telematics solutions

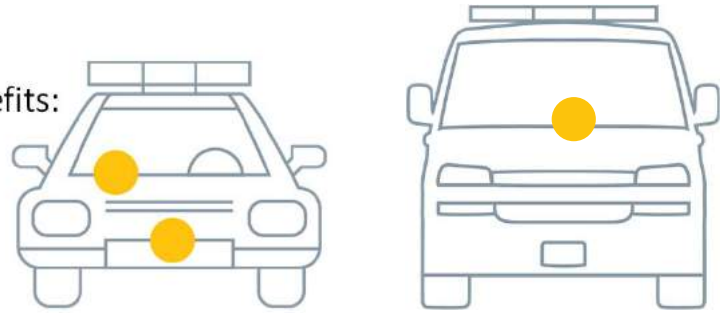
Sprint offers fleet tracking and asset management solutions that deliver a strong ROI for Public Safety.

Key Features:

- Track & Trace (track and locate vehicles, boundary alerts [geo-fencing], stop reports, idle time reports)
- Vehicle Diagnostics (monitor vehicle systems, notify/track events, maintenance alerts)
- Driver Behavior (swerving, idling, harsh braking)

Key Benefits:

- Increase productivity and efficiency
- Increase fuel efficiency
- Reduce fuel expenses
- Save time and money
- Increase driver safety
- Minimize maintenance costs
- Get automatic alerts
- Improve dispatch times



Accountability

Sprint's Public Safety solutions combined with the dedication of your first responder teams produce better results, allowing you to:

- Mitigate risk
- Manage budgets
- Improve police-community relations

Thank you.

Business and community.
Like you, we are focused on both.