

From: [Garcia, Michael](#)
To: [Abajian, Suzie](#); [Adjemian, Aram](#); [Cortes, Karen](#)
Subject: RE: Council Action Item 8C- AT&T Response to Proposed Renewal of Verizon Agreement
Date: Monday, December 5, 2022 3:28:20 PM
Attachments: [image007.png](#)
[image001.png](#)

Thank you. This needs to be posted on the agenda webpage under Item 8 c. Thanks.

Mike

Michael J. Garcia, City Attorney • City of Glendale • Office of the City Attorney
613 East Broadway, Room 220 • Glendale, CA 91206 • (818) 548-2080 • Fax (818) 547-3402 • mjgarcia@glendaleca.gov



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From: Abajian, Suzie <SAbajian@Glendaleca.gov>
Sent: Monday, December 5, 2022 3:02 PM
To: Ardy Kassakhian <akassakhian@gmail.com>; Asatryan, Elen <EAsatryan@Glendaleca.gov>; Brotman, Daniel <dbrotman@Glendaleca.gov>; Devine, Paula <PDevine@Glendaleca.gov>; Brotman, Daniel <dbrotman@Glendaleca.gov>
Cc: Golanian, Roubik <RGolanian@Glendaleca.gov>; Garcia, Michael <MJGarcia@Glendaleca.gov>
Subject: FW: Council Action Item 8C- AT&T Response to Proposed Renewal of Verizon Agreement

Dear Mayor and Councilmembers,

We have received the email below regarding agenda item 8c from Ursula F. Moran who is the Corporate External Affairs representative from AT&T.

Sincerely,
Dr. Suzie Abajian

Suzie Abajian, Ph.D. | City Clerk | City of Glendale
613 East Broadway, Suite 110 | Glendale, CA | 818-548-2090
sabajian@glendaleca.gov | www.glendaleca.gov | [Follow us!](#)

From: MORAN, URSULA <UM530H@att.com>

Sent: Monday, December 5, 2022 12:19 PM

To: Adjemian, Aram <AAdjemian@Glendaleca.gov>

Subject: FW: Council Action Item 8C- AT&T Response to Proposed Renewal of Verizon Agreement

CAUTION: This email was delivered from the Internet. Do not click links, open attachments, or reply if you are unsure as to the sender.

Good afternoon Aram,

My name is Ursula and I handle government and community relations for AT&T--- it's very nice to virtually meet you. I spoke with Angie in your office on the phone today and she recommended I loop you into this correspondence below and attached, to be added to the record for Action Item 8C in preparation for tomorrow night's Council meeting. Please let me know if you have any questions, and don't hesitate to use me as a resource for anything AT&T-related in the future. I am happy to help. Thank you!

Ursula F. Moran

Corporate External Affairs

AT&T

562.229.2283 | um530h@att.com

From: MORAN, URSULA

Sent: Sunday, December 4, 2022 8:43 PM

To: Takhtalian, John <JTakhtalian@Glendaleca.gov>; jmiller@glendaleca.gov;
sabajian@glendaleca.gov; AKassakhian@Glendaleca.gov; esasatryan@glendaleca.gov;
anajarian@glendaleca.gov; pdevine@glendaleca.gov; dbrotman@glendaleca.gov;
rgolanian@glendaleca.gov

Subject: Council Action Item 8C- AT&T Response to Proposed Renewal of Verizon Agreement

Good evening Mayor, Councilmembers and City leaders,

My name is Ursula Moran and I handle government and community relations for AT&T. I have had the pleasure to meet some of you in person, and look forward to connecting with the rest as I work to strengthen AT&T's presence in the Glendale community.

I'm emailing tonight regarding Council Action Item 8C on this week's upcoming agenda. We are kindly requesting that the City pause to consider the other wireless options available to them prior to renewing the existing agreement with Verizon. Attached for your review is a letter from my colleagues and I, as well as a handout for further reading on AT&T's dedicated first responder Network Firstnet.

AT&T in conjunction with our FirstNet Public Safety mobile communications has heavily invested in the city of Glendale California spending over thirty million dollars to upgrade our infrastructure in the City since 2019. Currently, our macro and small cell network within the city is considered robust to the tune of 54 outdoor nodes within the city equaling 37 small cells and 17 full macro towers.

Additional investment to support our public safety communication efforts includes expediting 15 of the macro cell sites to include Band-14 and FirstNet's public safety spectrum. While FirstNet can use all 54 outdoor nodes with preemption and priority, the allocation of Band-14 spectrum increases the level and quality of service during large public safety events. From 2020 to 2022, AT&T has deployed 31 small cell nodes through a close partnership with Glendale Water and Power to further increase the quality of service in the City.

We respectfully request to meet with the City to discuss these offerings, and can have a proposal ready for review within a couple weeks of meeting to understand the specific needs.

Thank you in advance for your time and consideration.

Ursula F. Moran

Corporate External Affairs

AT&T

562.229.2283 | um530h@att.com

Glendale City Council
613 E. Broadway, 2nd Floor
Glendale, CA 91206

December 4th, 2022

Dear Councilmembers:

AT&T respectfully requests that the Council consider delaying its vote on the following item, currently scheduled for the Council's December 6, 2022 meeting, so that the Council may review comparable services offered by other carriers in the service area for City of Glendale:

8. ACTION ITEMS

c. Information Technology Department, re: Renewal of Verizon Wireless Agreement

1. Resolution dispensing with competitive bidding and authorize the Deputy Director of Finance/Purchasing to execute a purchase order with Verizon Wireless for wireless data, voice, and accessories for a period of two (2) years for an amount not to exceed \$600,000

AT&T is a leading provider of wireless service in California, and we currently are the only provider offering FirstNet, which is the only nationwide, high-speed broadband communications platform dedicated to and purpose-built for America's first responders and the extended public safety community. AT&T has spent more than \$30 million upgrading infrastructure in the Glendale area since 2019.

FirstNet was created with Government Customers in mind to help manage budgets for cost of deployment, with free-for-life offers for phones, along with industry competitive rates for services, including using National Participating Agreements like NASPO MA149 which the State of California has signed for use by local government subdivisions like the City of Glendale.

We respectfully request that the Council delay its vote on this Agenda item so that the City may review the current network and services offered by other carriers, including AT&T, who support public safety during emergencies within the City of Glendale.

Respectfully,

Ursula F. Moran

AT&T External Affairs

562-229-2283

Um530h@att.com

Being First Matters

How FirstNet is modernizing communications infrastructure with the latest technology so you can respond faster, smarter, and safer.



FIRSTNET™

Built with AT&T

FirstNet is the only network built with first responders, for first responders, providing service when and where they need it most. We are accountable to keeping your lines of communication open with dedicated mission critical solutions that will modernize public safety.

When You Roll, We Roll

Communications is your lifeline. You need a network dedicated to you and your team when and where you need it, on both ordinary and extraordinary days – across departments, jurisdictions, and state lines.

FirstNet is a nationwide network platform built with first responders, for first responders, specifically for public safety. With FirstNet, public safety communications get priority – always taking the fast lane.

Firefighters talking to police officers. EMS personnel communicating with Emergency Operations Centers. Individuals, agencies, and technologies – all communicating with each other interoperably.

A 24/7/365 dedicated Security Operations Center and available end-to-end encryption help protect sensitive information of the utmost importance.

When time really matters, communication is critical. FirstNet provides talk, data, and text that works when and where you need it most.

In an emergency, it's all hands on deck. We have a fleet of network assets -more than 100 devices, 100 applications, and more than 70 deployables ready to roll before, during, and after a disaster. That includes trucks, COWs, COLTs, and even a blimp.

FirstNet lets you focus on the task at hand rather than having to hold your provider accountable.

With FirstNet, constant innovation is focused on public safety, including the cultivation of a public safety app ecosystem and creating mission critical standards built into the network.

We collaborate with device companies to bring first responders the latest and greatest devices from smartphones to smartwatches, laptops to routers, embedded cameras to sensors.

FirstNet also makes it affordable to get to the next generation of products, services, apps, and solutions.





FirstNet, conceived in the wake of the 9/11 terrorist attacks, has been designed and constructed to address public safety communication needs.

When first responders asked, FirstNet answered, and committed 25 years to building and modernizing the only network designed specifically for public safety. FirstNet is the only network provider authorized, inspected, supervised, and ultimately held accountable by the federal government in a one-of-a-kind private/public partnership.

FirstNet collaborates with device companies to bring first responders the latest and greatest devices from smartphones to smartwatches, laptops to routers, embedded cameras to sensors.

The goal with FirstNet is to modernize your communications infrastructure with the latest technology so that you can respond faster, smarter, and safer.

Across the country, first responders wear many different hats and badges in agencies and offices, departments and military bases, schools and streets. But they all share the same goal – keeping America safe – and they all need the same network.

No one knows what public safety needs more than the heroes who run towards an emergency. That's why we at FirstNet take their lead. We share a seat at their table. And we deliver the innovation they deserve. FirstNet is the only network designed specifically for public safety.

With more than 100 devices, 100 applications, and more than 70 deployables, if it doesn't say FirstNet –it's not.



Creation

A Purpose-Built Network Just for Public Safety

FirstNet:

Built WITH first responders, FOR first responders, based on a decade of input from public safety. FirstNet is designed to cut through the clutter of commercial traffic.

Commercial Carriers:

Other carriers can't or are not required to clear commercial traffic off their networks.

"FirstNet is vital for law enforcement as it gives us reliable access to mission-critical applications – whether it's CAD data, GIS mapping, situational awareness applications, streaming audio and video, or other asset tracking capabilities. Our responders can get on a secure system and communicate critical, life-saving information."

-Sheriff Michael Bouchard
Oakland County, Michigan





Launch

Answering the Call...

FirstNet:

Built by specific mandate of the federal government, as a post 9/11 recommendation. Public safety lobbied for a single, nationwide broadband network just for them... and FirstNet is it.

Commercial Carriers:

No other major commercial carrier bid on the contract to build a single nationwide broadband network for first responders.

"FirstNet is not business as usual, this network offers the public safety community a level of priority and preemption that we've never had before.

This is the dawn of a new era when it comes to communications, bandwidth, and interconnectivity among devices."

-Chief Tom Jenkins
Rogers Fire Department,
Rogers, Arkansas





Public/Private Partnership

Along with the 25-year commitment to FirstNet, AT&T will invest billions over the life of the contract to build, operate, deploy, and maintain the FirstNet network.

Making the Commitment

FirstNet:

When the federal government asked carriers to provide a plan for building out THE nationwide public safety network, AT&T was the only major carrier to bid on the project. FirstNet is the result.

AT&T is contractually committed to build a network designed to meet a 99.99% service availability objective – a standard unmatched by any other large-scale LTE network in the world today.

FirstNet is the best of both worlds – a nationwide communications network built on a separate core that relies on the expertise of telecom company AT&T. And it is accountable to a government agency created to fill the communications needs of first responders.

Commercial Carriers:

No other major commercial carrier bid on the contract to build FirstNet. No other company has made this kind of commitment to public safety. Commercial carriers are not accountable to the federal government to meet the needs of public safety





Priority and Preemption

Getting Connected, Staying Connected

FirstNet:

Offers 24/7/365 priority and preemption for first responders across all voice and data communications – unmatched in the industry. First Priority® is always available for first responders.

FirstNet provides enhanced priority on all voice calls and enhanced quality of service on all data and messaging.

Commercial Carriers:

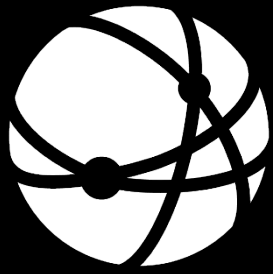
Some commercial carriers provide some level of priority for first responders.

However, First Priority® on FirstNet, which includes priority & preemption, is much more robust. FirstNet provides enhanced priority on all voice calls and enhanced quality of service on all data and messaging.

No other major commercial carrier can match the quality of the priority offered by FirstNet. We're meeting the standard set by federal government contract, which no other carrier is required to do.

"Priority and preemption in communication are key to public safety. When large-scale events happen, a lot of people try to access the bandwidth. One of the core features of FirstNet is it offers us preemption, and when a responder needs data or information or connectivity, we can get it."

-Assistant Chief Melvin Musulin
Valley Ambulance Authority
Moon Township, PA



Core

A Mission of Innovation

FirstNet:

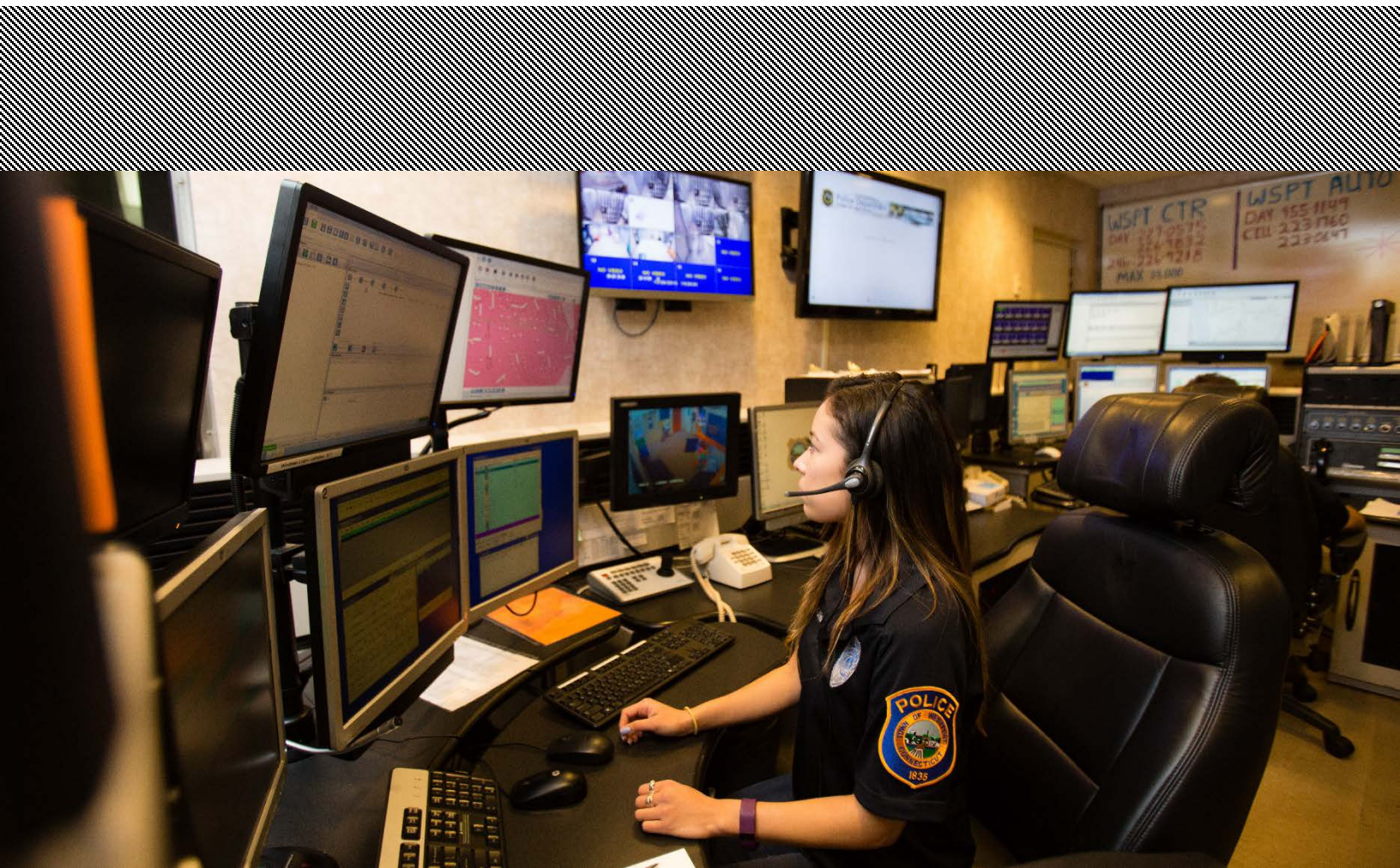
A dedicated public safety core that routes FirstNet traffic. It will also encrypt network traffic within the core, creating the highly secure environment public safety requires.

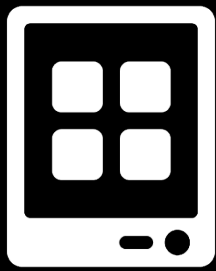
All FirstNet traffic is carried on a highly available, highly secure, high capacity Internet Protocol/ Multiprotocol Label Switching Common Backbone transport network.

Redundancy and failure restoration are cornerstones of the FirstNet core. Hardware, software, process, and geo-redundancy are implemented across critical FirstNet core functions. The FirstNet core is built on the AT&T-Integrated cloud architecture, providing multiple levels of physical, logical, and geo-redundancy.

Commercial Carriers:

The so-called “private” core for public safety that some competitors tout is actually a virtual core. This means it shares the same physical infrastructure as the competitors’ existing commercial core, which also serves regular consumers.





App Catalog



Solutions Designed to Support Public Safety

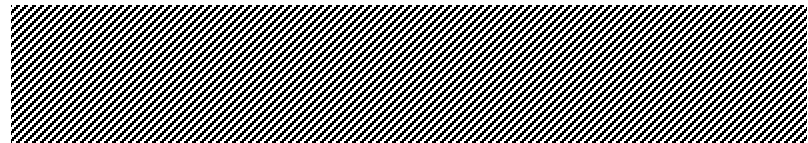
FirstNet:

Offers a customized public safety app catalog (with apps designed to improve situational awareness, facilitate responses through heavy traffic, offer additional security, etc.).

FirstNet apps are subject to rigorous testing and standards to help ensure security and reliability.

Commercial Carriers:

Apps are typically commercial and have not been tested against FirstNet requirements for security, relevance to public safety and reliability.



The FirstNet App Catalog offers a wide variety of public safety apps and solutions under a range of public safety categories including:

- Communications tools
- Highly secure connections
- Device security
- Cloud storage
- Situational awareness
- Video surveillance & body worn cameras
- In building mapping
- Telemetry & telemedicine
- Records management
- Cybersecurity
- Training & reference tools



Customer Care

Dedicated, Knowledgeable Customer Service

FirstNet:

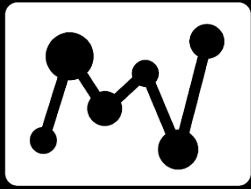
Offers dedicated technical care 24/7/365, staffed by experts in public safety.

Commercial Carriers:

Most probably can't say the same.

FirstNet Customer Service Centers will provide first responders with dedicated, U.S.-based, 24x7x365 customer service support to accommodate the 24-hour mission of public safety, including:

- **Dedicated FirstNet toll free number, chat, and offline ticketing**
- **Public safety-centered user experience**
- **Technical support for end users, administrators, telecommunication managers, and developers**
- **Custom support options to allow authorized users to make purchases and define access privilege by caller type, device, and service**
- **Help desk-to-help desk support**



Throttling

Speed and Access

FirstNet:

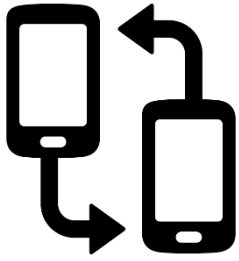
In the past, first responders have complained about carriers throttling their services during emergencies. Throttling is the intentional slowing or speeding of an service by the provider. It is usually employed to regulate network traffic and minimize bandwidth congestion

But there is NO THROTTLING for FirstNet users anywhere in the country.

Commercial Carriers:

Some commercial carriers place caps or throttle their public safety customers.

FirstNet is dedicated to First Responders. No throttling data ever. FirstNet keeps the lines of communications open and moving when it matters most.



Band 14

Exclusive Access to Band 14 Spectrum

FirstNet:

In addition to use of Band 14, users get priority on all AT&T LTE bands. Some providers say spectrum is spectrum. And that their general use commercial spectrum is just as good as Band 14. This is not quite true.

Band 14 is very desirable spectrum set aside by the federal government ***specifically for public safety.***

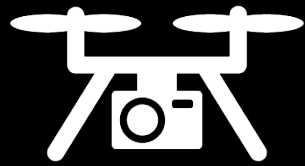
Commercial Carriers:

Commercial carriers do not have access to Band 14, the high-quality spectrum set aside specifically for public safety.

Band 14 is an important addition to AT&T's other spectrum. And AT&T is legally required to clear all commercial traffic off of Band 14 when and where first responders need it, creating a first responder VIP lane.



FirstNet Deployables feature Band 14 Access



Control Center



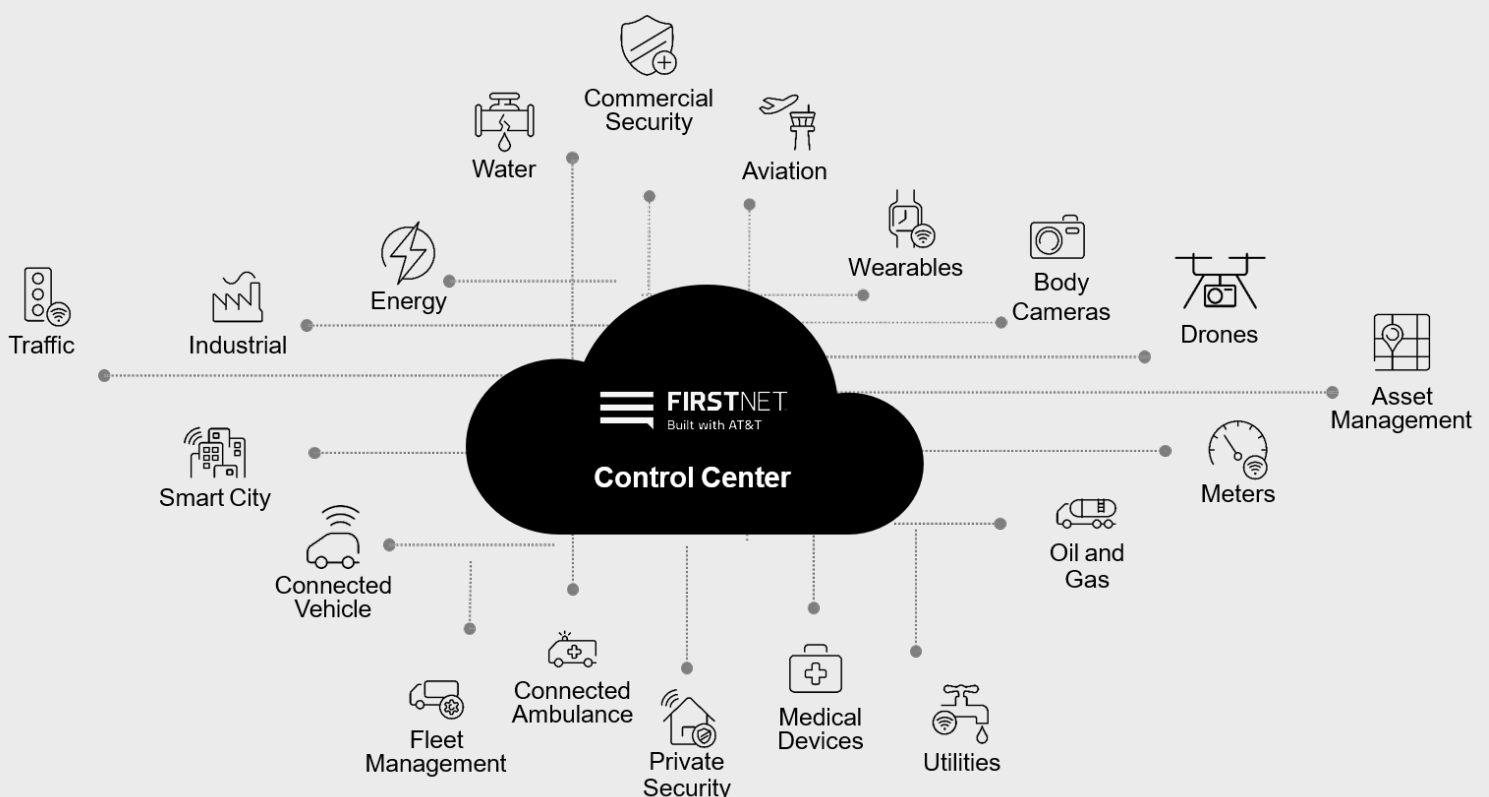
Bringing All Your Connected Devices Together

FirstNet:

Control Center for FirstNet offers a cohesive program to incorporate Internet of Things (IoT) devices like drones, body cams, and vehicles with the same security and connectivity as FirstNet smartphones, laptops, and tablets.

Commercial Carriers:

Like smartphones, tablets, and laptops commercial carriers connect, IoT devices operate on the standard commercial network.



FirstNet Facts

HIGHLY RELIABLE NETWORK COVERAGE

FirstNet gets a head start by launching on the nation's best data network* — featuring more than 99% population coverage.

FIRST PRIORITY®

When disaster strikes and networks can be congested, first responders on FirstNet remain first in line, with priority and preemption across our network at no additional charge. First responders get the access they need to keep the lines of communication open — when it matters most.

NETWORK RESILIENCY & SECURITY

Designed with heightened security in mind to help resist physical and cyber threats. Ruggedized to help withstand power outages, and backed by a dynamic, highly trained disaster recovery organization.

DEDICATED APP ECOSYSTEM

A dedicated public safety app catalog offers highly secure relevant first responder applications, delivering critical interoperability and the ability to talk with team members from other agencies, states, or local rescue teams. All apps pass a rigorous vetting process that focuses on meeting superior standards, enhancing safety and situational awareness.

DEDICATED SUPPORT

Your 24/7/365 dedicated technical support is staffed with highly experienced, trained professionals who have experience in emergency communications and understand the demands of public safety.

NO THROTTLING

There's no throttling for FirstNet subscribers anywhere in the U.S.

Get more facts at [FirstNet.com](https://www.firstnet.com)





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