



Built for tomorrow's emergencies

Ready today



How to use this deck

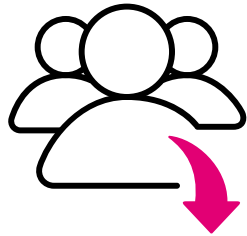
The T-Priority Pitch Deck is designed to introduce T-Priority to eligible business and critical infrastructure customers. This modular deck can be customized based on the customer's industry, operational challenges, and connectivity needs. Use the slides most relevant to the conversation and remove any sections that don't apply.

Contents:

Challenge and introduction	3-7
Benefits and eligible organizations	8-13
Why T-Mobile	14-17
Solution details	18-27
Mission Critical Push-to-Talk	28-33
T-Satellite	34-38
Case studies and use cases	40-48

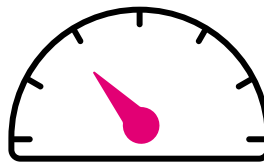
You can't move forward when held back by dated infrastructure.

Outdated carrier infrastructure can lead to unreliable network performance for your team. And when downtime happens, businesses estimate their cost to be on average over \$100,000 per hour across industries.*



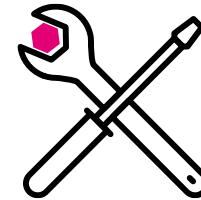
Network congestion

leads to frustrating delays in downloading or exchanging data.



Insufficient data speeds

limit the use of high-res video feeds or operations requiring low latency.



Inadequate network configuration

not adaptable to changing business needs.

Your team depends on seamless connectivity.

Maintaining connectivity is vital for rapid response, and voice calls are just one part of communication.

As operations become more data-driven, businesses need stronger network performance to keep critical systems running, such as.

- Restoring and sharing real-time grid outage and outage mapping data across electric utilities
- Transferring vital medical info from ambulance to ER
- Increasing situational awareness



Emergencies call for critical data reliability.

Critical infrastructure depends on connected systems to keep teams coordinated and operations running. During emergencies or network congestion, disruptions can delay response, reduce productivity, and increase risk.

Reliable connectivity is essential for:

- Maintaining communication across teams, sites, and field operations.
- Supporting real-time monitoring, reporting, and operational systems.
- Helping maintain safety and compliance standards.

* Survey of small, medium and large businesses across variety of industries

**Businesses estimate
unexpected downtime can cost
an average of over**

\$100K

per hour across industries

Introducing T-Priority

Built on the Best Mobile Network in America according to Ookla® Speedtest®, T-Priority offers **the nation's first 5G slice dedicated to critical infrastructure organizations.**

With better speeds and reliability for data applications, critical service organizations can efficiently operate—even during times of extreme congestion.

BUILT FOR
TOMORROW'S
EMERGENCIES.
READY TODAY.

The gold standard for public safety.

With T-Priority, we're ensuring critical organizations maintain the ultimate priority for their communications—nationwide.

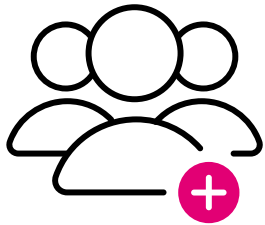
Priority data
to maintain essential
connectivity for your
data applications

**Priority Access
and Preemption**
to get you on the
network



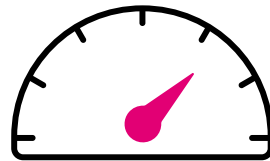
Benefits

Your team deserves the ultimate in network performance.



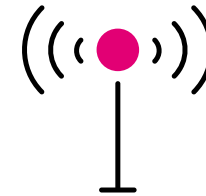
More capacity

A network that supports more 5G capacity for critical organizations than the other networks.



Faster speeds

With a target performance baseline **2x faster** than we've given teams before.



Better 5G coverage

Reaching **98%** of Americans across more than 2 million square miles.

Our 5G Standalone unleashes the full capabilities of 5G—providing **dedicated network resources to T-Priority users.**

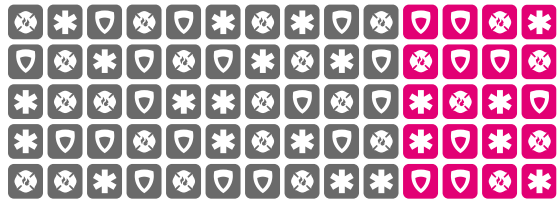
T-Priority helps you manage emergencies.

Higher priority

with a dedicated slice for T-Priority users.

Faster speeds

and low latency to enable innovative use cases.



More capacity

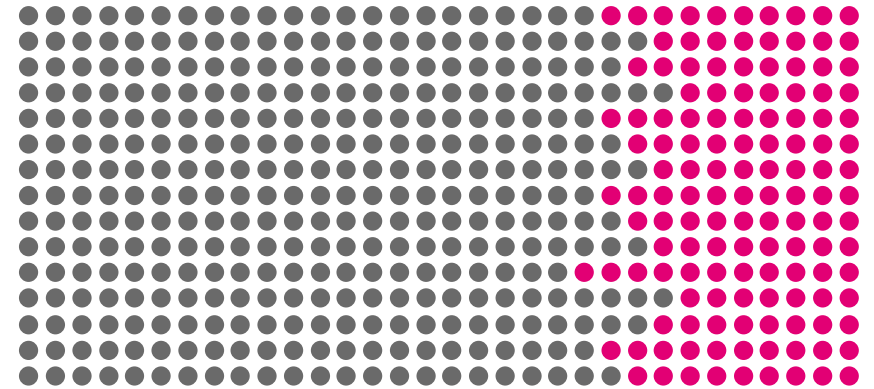
to support more teams and their devices.

T-Priority provides reliable data.

T-Priority helps ensure your teams can access usable data, even in extreme congestion.

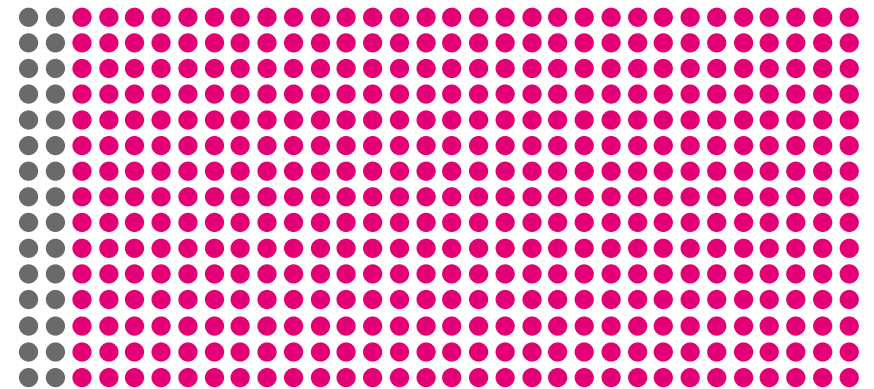
- Under normal network conditions, all customers enjoy all-network download speeds **up to 2x faster than other carriers.**¹
- In times of congestion, T-Priority provides the highest level of network priority to help maintain **baseline throughput up to 2x faster than previously offered.**

In normal network conditions



The 5G network capacity supports both typical users and T-Priority.

During extreme congestion



T-Priority users are offered the highest level of access to the 5G network to maintain baseline throughput.

● Typical user ● T-Priority

¹ Based on median, national download speeds according to analysis by Ookla® of Speedtest Intelligence® data for 2H 2025. Ookla trademarks used under license and reprinted with permission.

Prioritizing critical communications across devices.

Today's critical organizations need more than just phones for communication in the field. T-Priority extends across a full range of devices to deliver reliable, high-speed connectivity where and when it's needed most.

- T-Priority offers specialized plans for connected devices such as tablets, laptops, routers, and mobile command hardware.
- Supports body-worn cameras, IoT sensors, and MCPTT-enabled rugged devices for seamless field operations.
- Enables the logging of detailed data and accessing sensitive records effortlessly.
- Priority access helps ensure critical tasks get completed, even during times of network congestion.



Eligible organizations for T-Priority

T-Priority is available for a wide range of organizations. For eligible organizations, extended access to T-Priority slice benefits are available for an additional monthly cost **of \$7.50/line/month** with an eligible plan.

Primary agency examples

- Fire protection
- Federal, state, and local law enforcement
- Emergency medical services
- Emergency mgmt. and 911 dispatch
- Department of Defense armed forces

Extended Primary agency examples that may qualify

- Healthcare and public health
- Utilities (electric, gas)
- Government utilities (water, waste)
- Critical manufacturing
- Public transportation
- Rail and air carriers



Why T-Mobile?

Connectivity that helps your business do more

While other carriers followed the status quo, we've been building up the parts that make up the Best Mobile Network in the U.S. according to Ookla Speedtest.

The most towers



More towers than any U.S. carrier

2.1M
square miles
of 5G coverage

5G coverage for
98%
of Americans



Over **95%** of highway
miles covered with 5G

The right spectrum



Industry-
leading **sub-6**
GHz spectrum



Up to **2x** faster
speeds vs.
competitors

More 5G
capacity

than competitors

First 5G
standalone
core
in the U.S.

The most advanced network

5G

Only **5G** advanced network

Carrier
aggregation
for improved
performance

Network
slicing for
optimized
performance



AI powered
network optimization

T-Priority is leading the way.

T-Priority delivers enhanced performance and nationwide capabilities that set the standard—while others are still working to catch up.

		T-Priority	AT&T FirstNet®	Verizon Frontline
Nationwide network slice	T-Mobile provides a fully deployed slice ready for priority users nationwide.	✓	✗	✓
Network slice device compatibility	T-Mobile supports slicing across a wide range of compatible devices including smartphones, tablets, laptops, routers.	100+ compatible devices	N/A	Undisclosed number of devices
Priority access and preemption	Prioritizes critical organizations by connecting them to the network ahead of other users and replacing commercial users when capacity is reached.	✓	✓	✓
Priority experience	T-Priority offers the highest level of priority for network data resources even during times of congestion.	5x priority	Higher than consumer	Undisclosed
Network speed³	T-Mobile has the fastest nationwide network	2x	1x	1x
Performance baseline (download)	T-Mobile provides premium access to network resources to deliver a target baseline level of service	2x ¹	Not publicly offered	Not publicly offered
Performance baseline (upload)	T-Mobile provides premium access to network resources to deliver a target baseline level of service	1x ¹	Not publicly offered	Not publicly offered

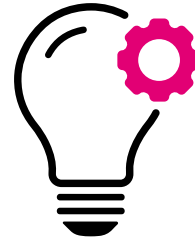
Organizations go further with T-Mobile.

T-Mobile is committed to supporting critical infrastructure organizations with the connectivity, solutions, and support they need to achieve their mission objectives.



Built for always-on operations

America's largest and fastest 5G network is future-ready to support data-intensive applications and uninterrupted communications.



Outcome-driven solutions

Cutting-edge solutions designed to enhance efficiency and improve the experience for critical infrastructure organizations.



Support that scales with you

From deployment to onboarding and ongoing care, T-Mobile offers dedicated support at every stage.



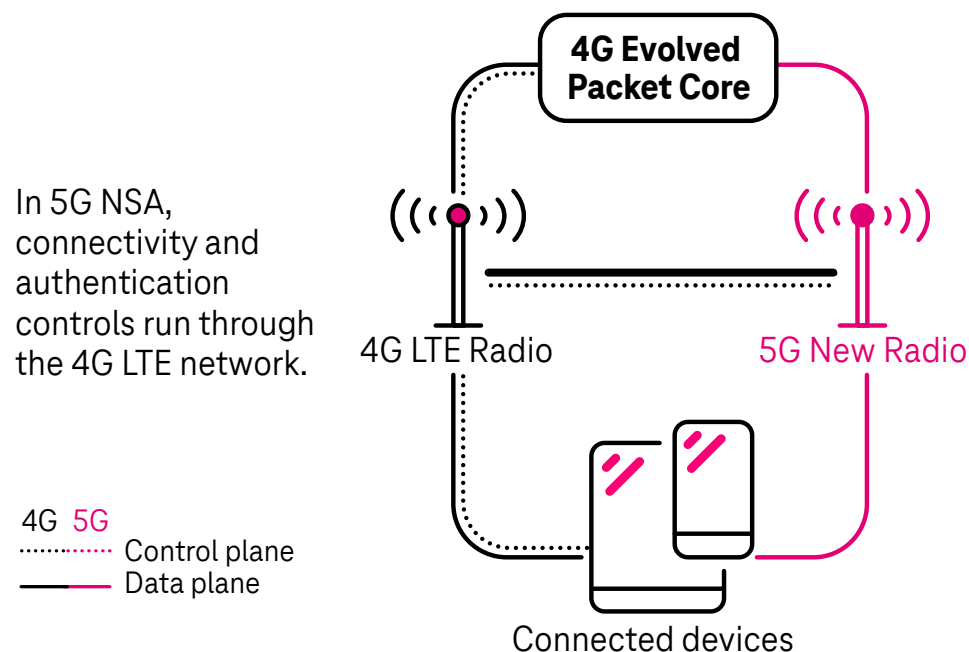
Network Slice

Unlock the power of our 5G network.

5G Standalone gives users full access to the benefits of 5G—faster speeds, higher capacity, and lower latency.

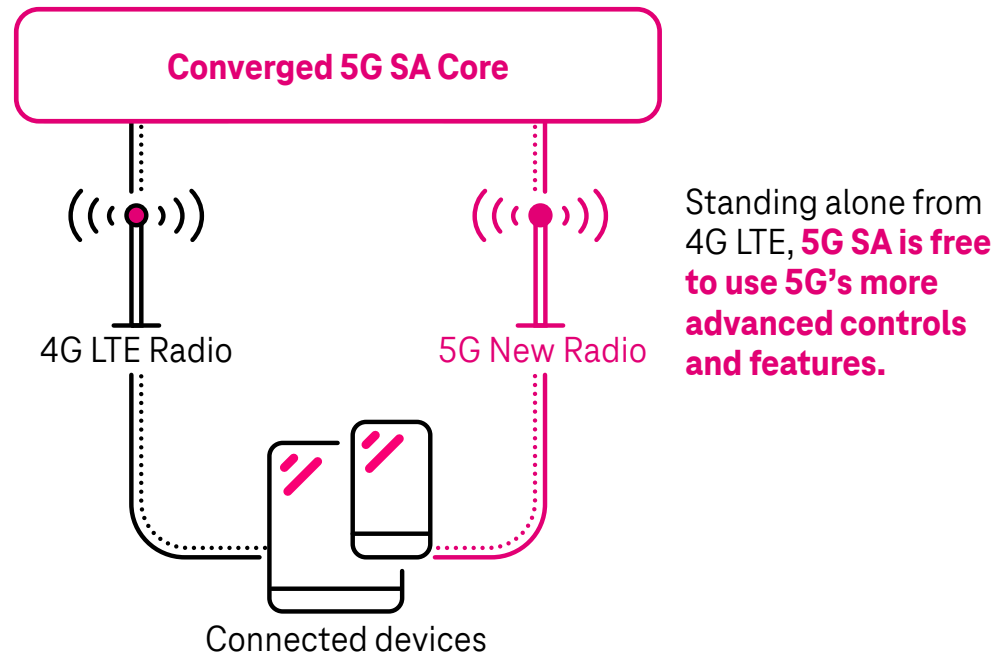
5G Non-standalone (5G NSA)

Our competitors' 5G networks are still tied to legacy 4G LTE standards.



5G Standalone (5G SA)

5G SA enables new capabilities like slicing the network to offer your teams prioritized access for data.

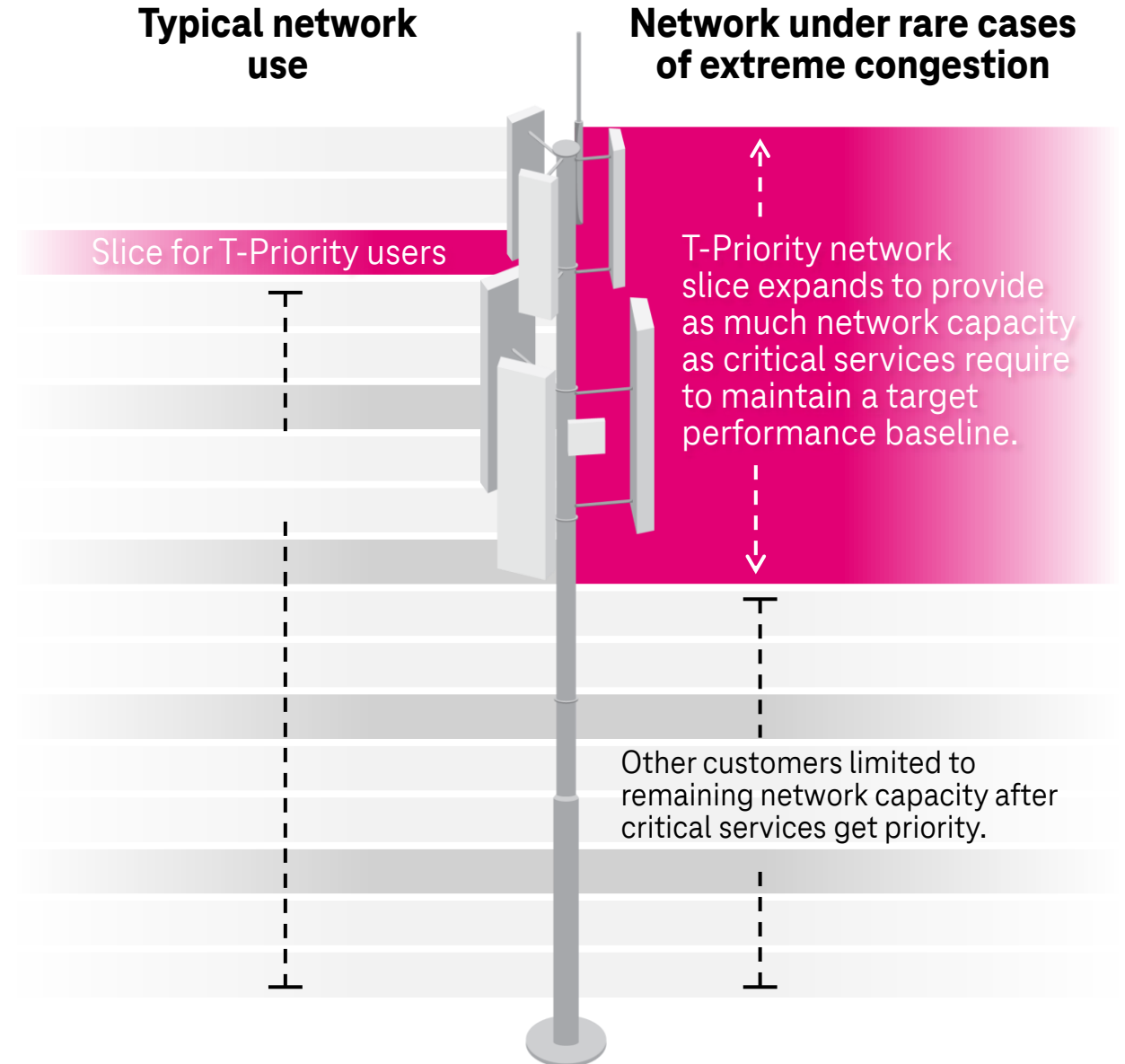


A smarter 5G network delivers the performance your team needs.

Our 5G standalone network unlocks the potential to deliver the nation's first network slice for first responders.

- In rare times of extreme congestion, T-Priority users have an emergency lane across every single, 5G band on the nation's largest and fastest 5G network.
- T-Priority users receive lower latency and faster 5G speeds.

The slice delivers up to 5x the network resources than the average user and minimum download speeds that are 2x faster than we've ever given first responders before.





Network Security

Enhanced network security.

Without robust security measures in place, data breaches and system disruptions can jeopardize the safety of your teams and their devices.

Our 5G SA architecture provides advanced security measures, reducing susceptibility to:

- Cyberattacks
- Unauthorized access
- Data breaches



Security is built into every layer of our network.

Thanks to our 5G standalone network—built with robust protections—T-Priority helps keep your teams connected whenever duty calls.

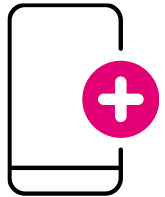
Security Feature	Description	4G/5G NSA	T-Priority
Robust authentication and authorization	5G mutual authentication between mobile devices and core network	Limited	✓
Custom security layers	Reducing denial-of-service (DoS) attacks and ensuring data isolation using traffic segmentation and network slicing	Limited	✓
Improved privacy protections	Customer identifiers protected with concealment and countermeasures over network, preventing location tracking	✗	✓
External communication with 5G SA	Secure APIs ensure robust security for 5G services and applications	✗	✓
Network slicing	Customer data can be treated uniquely depending on the type of traffic and customer's needs	✗	✓
Encryption and Integrity Protection	Signaling traffic between mobile devices and core network encrypted	✓	✓
5G SIM Provisioning via Secure Wireless Updates	Subscriber identities are encrypted during SIM provisioning	✓	✓



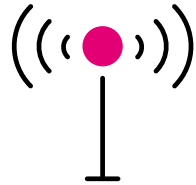
Priority Access & Preemption

T-Mobile Priority Access and Preemption

During extreme network congestion, when everyone is trying to connect, your team's calls get automatic prioritization over non-essential network traffic.



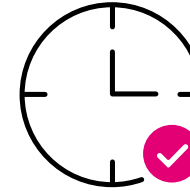
Includes WPS enrollment
for qualified customers



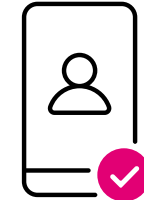
Provides priority
on the connection
with secure network
slicing



Available nationwide
on the T-Mobile
network



Available 24/7
without the need
for temporary uplift



Works with both
voice and 5G
data priority

How T-Mobile provides Priority Access and Preemption

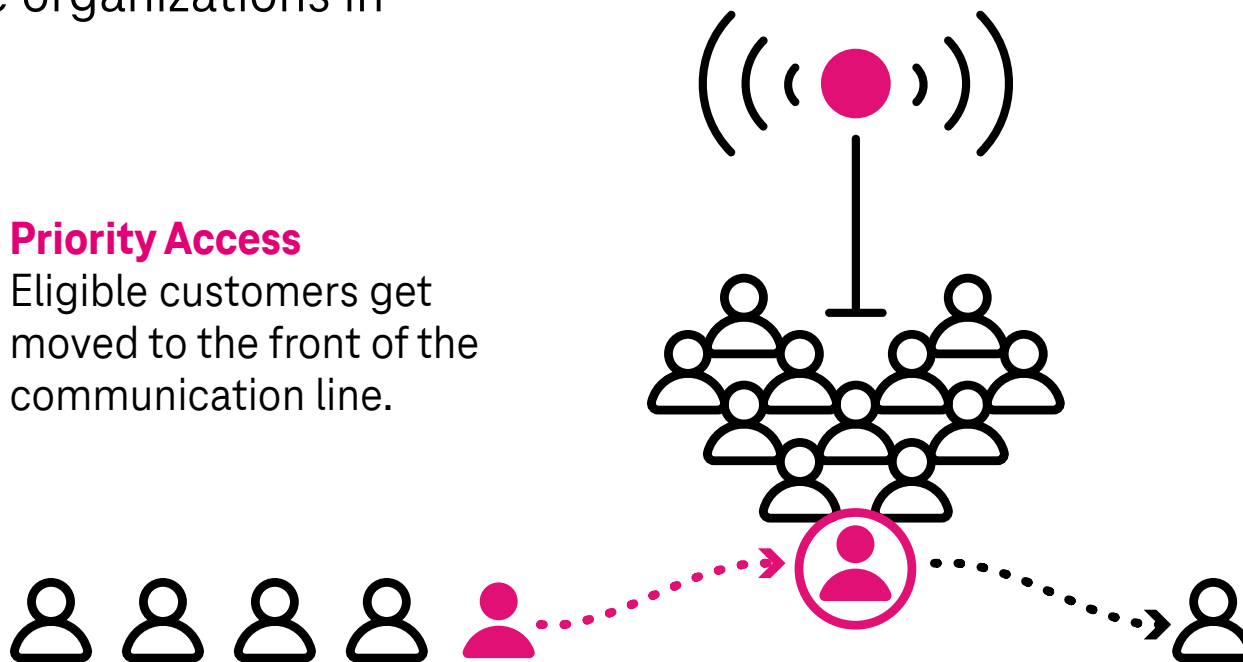
T-Mobile proactively enrolls eligible organizations in always-on WPS, free of charge.

How it works

During an emergency or major event, cellular networks may become severely congested. To ensure eligible customers can access our network, we move them to the front of the line. If necessary, we drop non-priority users from the network.

Priority Access

Eligible customers get moved to the front of the communication line.



Preemption

Non-priority T-Mobile customers are dropped off the network to make room for the priority user.

End-to-end prioritization

If needed, users can invoke Wireless Priority Service (WPS) to prioritize calls involving multiple carriers—a feature consistent with all cellular networks. T-Mobile proactively enrolls eligible organizations in WPS free of charge.

Ways to place a priority call

You don't need to dial special codes to activate Priority Access and Preemption on our network.

There are two ways to invoke WPS—but WPS remains the only interoperable tool that prioritizes more than one carrier.

DIAL NORMALLY

All calls automatically get Priority Access and Preemption on the T-Mobile network.

*272

If a call to another carrier network doesn't connect, dialing *272 invokes WPS priority across networks with 95% or better call completion rate.¹



PTS Dialer

Calls placed in the PTS Dialer app automatically get WPS priority across carrier networks.

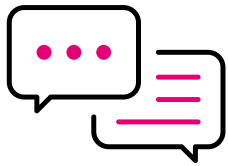
Dialing *272 isn't required for Priority Access and Preemption on the T-Mobile network.

¹ Source: <https://www.cisa.gov/resources-tools/services/wireless-priority-service-wps>



MCPTT - Mission Critical Push-to-Talk

Traditional radios may not work for your team



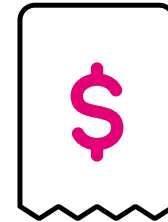
Discreet communications

Some workers need a more discreet way to contact teams, supervisors, or dispatch without drawing attention.



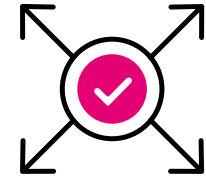
Disruptions to radios and towers

Disasters happen, towers go down, devices get lost, batteries go dead, and radios go out of coverage, leaving teams with no way to communicate.



High costs to replace equipment

Replacing radio equipment and towers is costly, especially when equipping a large force.



Challenges with expanding fleets

When communication needs to be expanded across security teams, school districts, or other large teams, you need options that can be easily scaled.

Empowering critical operations

T-Mobile Direct Connect MCPTT enhances communication for fast, secure, and reliable operations.

- Receive real-time, secure, and prioritized communication during mission-critical scenarios.
- Integrate with existing LMR systems to boost communication reliability for critical operations.
- T-Priority access for MCPTT helps ensure critical communications are prioritized to make sure your teams stay connected even during rare times of extreme congestion.



MCPTT gives your team more resources

While LMR systems are excellent for voice communication, they do not support the rich multimedia and data services modern operations increasingly rely on. MCPTT supports a much greater level of information sharing.

- Real-time video sharing from the scene of an incident, providing command centers with a visual understanding of the situation
- Live location tracking for personnel, which is invaluable for coordinating responses and ensuring everyone's safety
- Text messaging, file and data sharing so teams can quickly exchange documents, medical records, and other critical data

The fire is advancing, we're going to need additional resources.



LMR interoperability

With interoperability between LMR systems, broadband PTT, and applications, teams can **eliminate barriers and unify communications.**

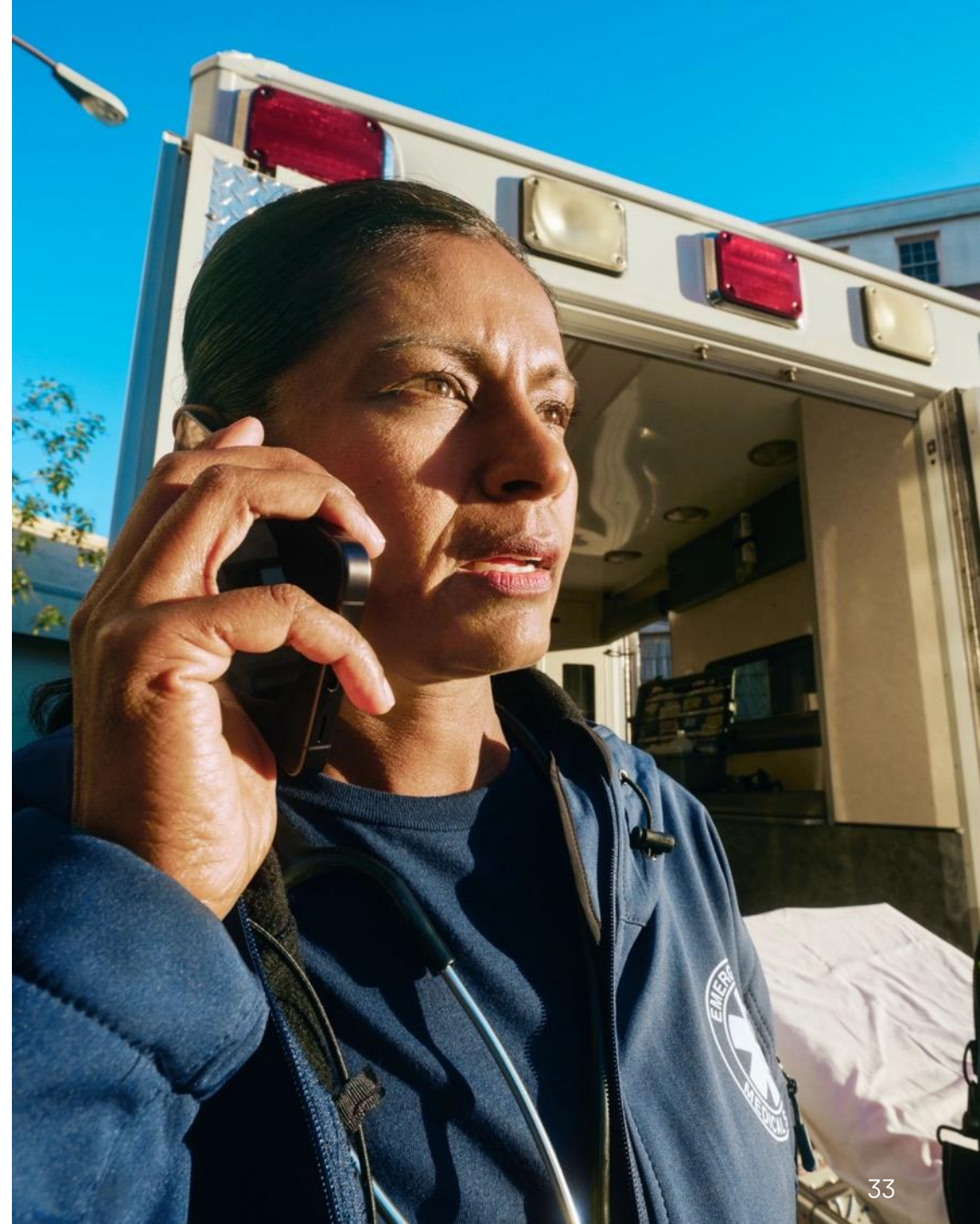
- **Extend your team's LMR range** nationwide over 4G LTE, 5G, and Wi-Fi networks.
- **Expand your LMR network** to new users without requiring them to carry a radio. Connect your LMR network to Push-to-Talk devices—such as smartphones, tablets, and other mobile devices—on the T-Mobile network.
- **Grow your user network and optimize costs** without traditional LMR expenses required to add frequencies, sites, or radios.
- **Simplify management** and allow LMR devices to be included in TalkGroups. Centrally managed contact and software updates configured within the Corporate Administration Tool (CAT) help save admin time.



Emergency calling

T-Mobile Direct Connect MCPTT delivers rapid, secure, and reliable emergency communication when every second counts.

- Instantly send urgent messages and mass alerts to the people who need them.
- Make instant 1:1 calls or reach groups of up to 3,000 users.
- Enable seamless coordination across teams to keep response efforts unified.





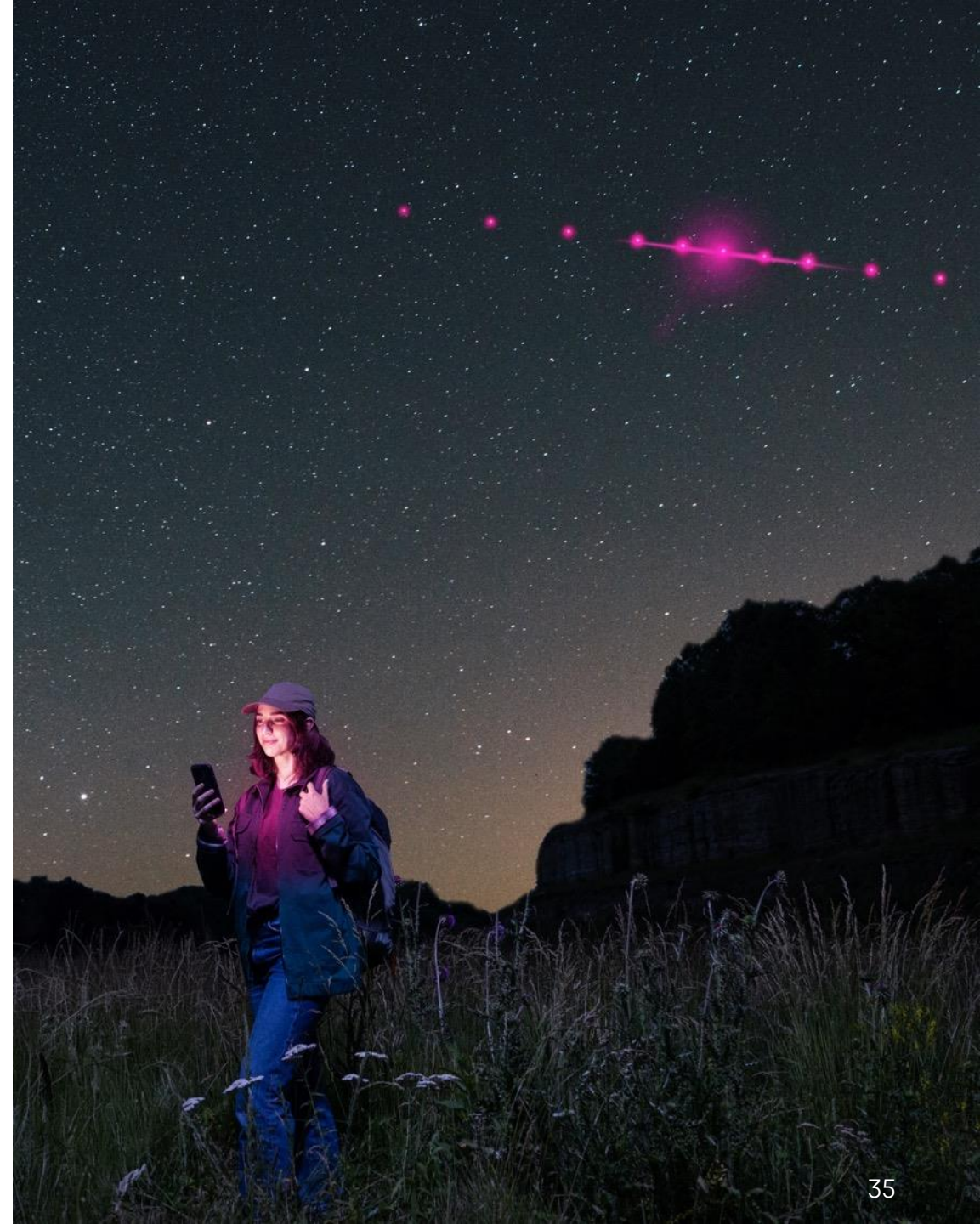
T-Satellite with Starlink

We keep you connected almost everywhere

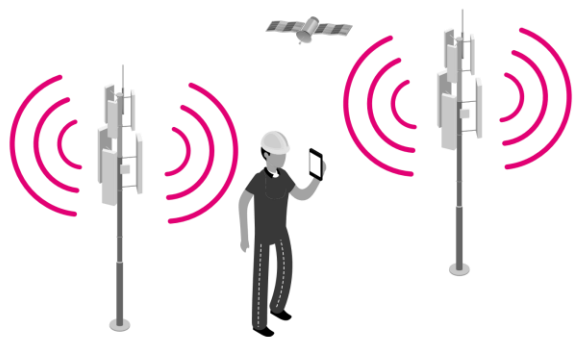
With T-Satellite included with T-Priority, we give you seamless coverage.

- Send and receive text messages from remote work locations—including the 500,000 square miles in the US not covered by any wireless company.
- Help ensure your organization can continue to send and receive messages during outages and disasters.
- Get satellite data capability for most modern devices on updated software.
- Utilize compatible applications including navigation, weather, messaging, real-time tracking, and more.

T-Satellite is an add-on service to T-Priority. Satellite communications are limited to SMS only and are not prioritized for first responders. Texting & select satellite-ready apps with compatible device in most outdoor areas in the U.S.. Satellite service, including text to 911, may be delayed, limited, or unavailable.



Connect almost anywhere.



In most places you go

The T-Mobile nationwide network covers 98% of Americans.



When signal is lost

Devices seamlessly hand off from our network to Starlink satellites.



In remote places

Satellites keep you connected where cell signals can't reach.



Texting & select satellite-ready apps with compatible device in most outdoor areas in the U.S.. Satellite service, including text to 911, may be delayed, limited, or unavailable.

T-Mobile has the largest satellite-to-mobile network in the world

Our mission to end dead zones led us to team with Starlink to launch the largest satellite-mobile constellation in the world. And we're continually launching new towers in space.

T-Satellite requires no special equipment. The service works on most modern smartphones.

T-Satellite is live today. Customers using it have now sent millions of messages.

Verizon

Messaging on select devices

AT&T

Being developed

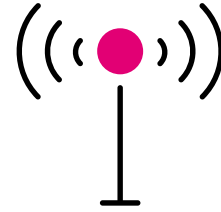
T-Mobile

650+
Satellites launched

Works seamlessly with **100+** devices

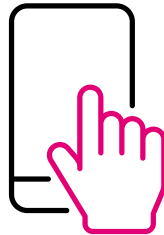
T-Mobile delivers more for your teams

T-Mobile supports critical infrastructure organizations with the advanced connectivity, tools, and trusted coverage they need.



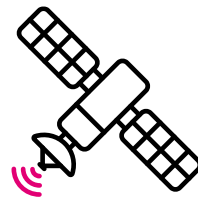
5G Advanced Network

America's only nationwide 5G Advanced Network enables us to provide enhanced performance for critical infrastructure organizations—including the first nationwide 5G slice.



Mission Critical Push-to-Talk

T-Mobile Direct Connect MCPTT delivers secure, real-time voice, video, and location sharing to enhance coordination and situational awareness.



T-Satellite connectivity

Built on the world's largest satellite-mobile constellation, T-Satellite extends coverage to remote areas and disaster zones.



Case Study

Enabling lifesaving transplant coordination with reliable, priority communications.

Mid-America Transplant

Mid-America Transplant coordinates organ and tissue donation services across Missouri, Illinois, and Arkansas. With teams operating across hospitals, transport routes, and remote areas, reliable communication is critical to connecting surgeons, hospitals, and couriers in real time. T-Mobile helped Mid-America Transplant strengthen critical communications with T-Priority, Wireless Priority Service (WPS), and scalable 5G connectivity.

Challenge

Carrier outages, network congestion, and inconsistent rural coverage disrupted access to hospital systems and critical communication tools during time-sensitive transplant coordination.

Solution

Mid-America Transplant partnered with T-Mobile for priority communications, scalable 5G mobility, and expanded connectivity support in remote areas. With access to T-Priority and Wireless Priority Service (WPS), the organization can maintain more reliable voice and data communications during high-congestion events while supporting a growing fleet of connected devices.



Value-added outcomes



More reliable communication during high-congestion events and outages.



Improved connectivity for teams operating in rural and remote areas.



Faster access to hospital systems and donor screening platforms.



Use Cases

USE CASE—HOSPITALS

Keep critical patient systems connected during surges in demand

Imagine: In a large urban hospital, emergency departments rely on connected devices and patient monitoring systems to deliver real-time alerts and critical health data. During a sudden patient surge, increased mobile traffic can congest local networks and disrupt essential communications.

T-Priority helps healthcare organizations maintain reliable access to patient information, monitoring applications, and connected care tools—allowing medical teams to make faster decisions and improve patient outcomes during high-pressure situations.

With T-Priority, hospitals can:

- **Maintain reliable access to patient monitoring and care applications** during periods of heavy network congestion
- **Support real-time communication** between care teams across departments and facilities
- **Help ensure critical patient data remains accessible** when rapid response matters most



USE CASE—EMERGENCY MEDICAL SERVICES (EMS)

Keep teams connected from the field to the ER

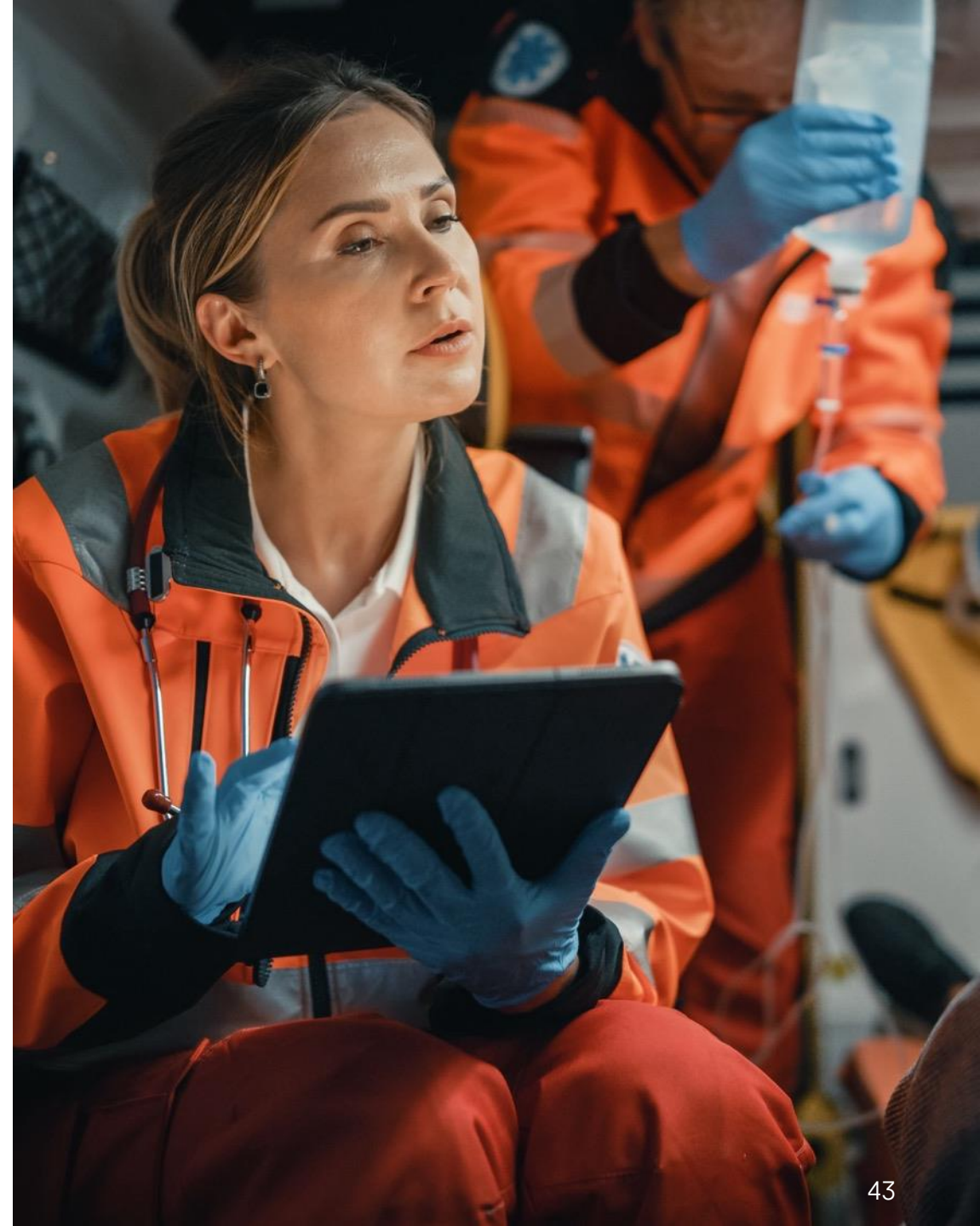
Imagine: After a major highway accident involving multiple vehicles, EMS teams rely on onboard tablets and ruggedized laptops to access patient records, transmit vital signs, and coordinate directly with hospital staff. In densely populated areas, heavy public mobile usage can strain local networks and interrupt critical data sharing.

T-Priority helps EMS teams maintain reliable connectivity and uninterrupted coordination for essential applications and communications and coordination between responders and nearby hospitals.

T-Priority helps EMS organizations can:

- **Maintain reliable access to patient records** and emergency communication tools in congested environments
- **Support real-time coordination** between ambulances, hospitals, and emergency personnel
- **Transmit critical patient data without interruption** during emergencies

Use case for illustrative purposes only



USE CASE—HAZARDOUS WASTE COLLECTION

Support response operations during environmental emergencies

Imagine: After a hurricane causes a chemical spill at a flooded industrial site, a hazardous waste collection company responds using specialized applications for environmental monitoring, crew coordination, and disposal management. At the same time, increased emergency and public communications place additional strain on local networks.

T-Priority helps maintain reliable connectivity for communications, enabling response teams to assess hazards, coordinate effectively, and manage the situation.

With T-Priority helps hazardous waste response teams:

- **Maintain connectivity for environmental monitoring** and field coordination tools
- **Support communication** between response crews and disposal teams during emergencies
- **Ensure critical operational systems remain available** during periods of network congestion

Use case for illustrative purposes only



USE CASE—UTILITIES

Maintain visibility into grid performance during outages and emergencies

Imagine: Utilities companies rely on connected grid monitoring systems to track infrastructure performance, detect outages, and coordinate restoration efforts in real time. During severe weather events, spikes in public network traffic can strain connectivity and delay access to critical operational data.

T-Priority helps utilities maintain reliable communications for monitoring systems and response teams, enabling faster restoration efforts and improved operational awareness during emergencies.

T-Priority helps utilities organizations:

- **Maintain connectivity for grid monitoring** and outage management systems
- **Support real-time coordination** between field crews and operations centers
- **Improve response times** during storms, outages, and other high-demand events



USE CASE—MANUFACTURING

Keep operations running during high-demand events

Imagine: After equipment failure shuts down a production line at a manufacturing facility, engineering and safety teams rely on **connected devices and monitoring systems to coordinate repairs and restore operations quickly**. As network traffic spikes across the site, reliable connectivity becomes essential to minimizing downtime and maintaining safety.

T-Priority helps teams maintain reliable 5G voice, data, and messaging performance during high-demand events, enabling faster response and operational continuity.

T-Priority helps manufacturers can:

- **Maintain reliable connectivity** for monitoring systems, field documentation, and operational communications
- **Support faster incident response** to reduce downtime and protect productivity
- **Keep engineering and safety teams connected** across facilities



USE CASE—CONSTRUCTION

Keep operations moving during high-demand emergency repairs

Imagine: After a severe winter storm causes widespread pipe bursts across a city, a plumbing business experiences a surge in emergency service requests. Crews depend on mobile applications for dispatching, inventory management, and sourcing replacement parts in real time. At the same time, increased public mobile traffic creates network congestion throughout the area.

T-Priority helps maintain reliable access to critical business applications, enabling crews to respond efficiently and keep repair operations moving.

T-Priority helps construction and field service organizations:

- **Maintain reliable connectivity** for scheduling, dispatch, and inventory applications
- **Support faster coordination** between crews, suppliers, and customers during emergencies
- **Keep business-critical operations running** during periods of heavy network congestion

Use case for illustrative purposes only

