



**Commonwealth of Massachusetts
Executive Office of Public Safety and Security**



Office of the Statewide Interoperability Coordinator
Guidance Bulletin #24-1

***Massachusetts Public Safety Communications Best Practices
Wireless Cellular Network Carrier Diversity***

This document is intended to provide a minimum standard guideline for public safety communications wireless cellular network carrier diversity best practices in Massachusetts for public safety users and officials. It is intended to assist with the development of agency policy, planning, and procedures regarding wireless cellular carrier diversity and capability as part of an agency's public safety mission.

While agencies should continue to select wireless cellular carriers based on their specific missions using whatever criteria and due diligence they choose, it's important to note that no wireless cellular carrier network is immune to failure, interruption, or disruption.

A staple in any public safety agency's response and preparedness planning is eliminating as many single points of failure as possible within the agency's response capabilities. Given public safety's heavy reliance on wireless cellular network connectivity today, diversity in cellular network providers should be a priority and is a recommended best practice, as indicated below.

- **Agencies should identify public safety users, vehicles, and devices [resources] in mission-critical roles that access cellular networks.**
- **These resources should leverage both the Federally supported FirstNet Network and at least one other major wireless cellular carrier using the following established criteria as a minimum guidance:**
 - **Coverage,**
 - **Capacity,**
 - **Network resiliency,**
 - **Priority & Preemption**
- Accomplished by:**
 - **Implementing a dual sim / dual cellular carrier solution on a capable device and/or**
 - **Utilizing multiple devices with single carrier capability to provide multi-carrier diversity.**
- **When this is not possible, agencies should select the cellular carrier(s) that best suits their needs based on the established criteria above.**
- **Eligible public safety users should register for the free Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS).**
 - **GETS/WPS registration is a critical component for agencies who support events with large number of attendees where cellular capacity and congestion is common.**

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Contact the Statewide Interoperability Coordinator at MA.SWIC@Mass.gov regarding this bulletin or for further guidance.

REV.1.3 06/5

Credit/REF: MA SWIC / MA SIEC Policy & Program Subcommittee / MA SIEC Executive Management Committee