



NOTICE



Public Law 117-263 requires the Office of Inspector General to post written responses received within 30 days of publication from nongovernmental organizations or business entities specifically identified in an OIG report.

To comply with this statute, this attachment includes written responses in their entirety. The content of each response is the sole responsibility of the submitting organization and their inclusion here does not imply our endorsement or agreement. Questions regarding the content of the attached responses should be directed to the respective nongovernmental organization or business entity. We reaffirm the findings and recommendations in our report.

As required by generally accepted government auditing standards, Department of Commerce management's official response to our audit is included in the report, along with our assessment of their response.



FirstNet, Built with AT&T

Built for public safety, by public safety.

May 13, 2026

Duane Townsend, Acting Inspector General
Office of Inspector General
U.S. Department of Commerce
1401 Constitution Avenue, N.W.
Washington, DC 20230

Re: Report No. 26-016-A, "Audit of FirstNet Authority's Oversight of User Eligibility For the Nationwide Public Safety Broadband Network" (April 14, 2026)

Dear Acting Inspector General Townsend:

We write to comment upon the above-referenced audit report (the "Report"). As you may know, AT&T was not included in the process that generated the Report. We therefore appreciate the opportunity to comment upon it to provide a better understanding of the FirstNet program and, more specifically, the eligibility verification process that was the subject of the Report.

In brief, we offer three important perspectives:

First, we note that, in its recent response to NTIA, OIG acknowledged that the Report does not make any findings of nonperformance on the part of AT&T as the contractor responsible for building and operating the FirstNet network. We appreciate that acknowledgement. Protecting the integrity of the FirstNet network, the first and only wireless network built with and for first responders, is of paramount importance to AT&T. This includes ensuring access to FirstNet resources for eligible users, safeguarding network prioritization, and maintaining reliable network performance for the benefit of first responders nationwide. As the contract operator, AT&T is governed by and adheres to eligibility rules established by the FirstNet Authority, onboarding users in accordance with agency-defined eligibility criteria, systems, and approvals. This framework helps ensure that network access is administered consistently, transparently, and in full alignment with AT&T's statutory and contractual obligations.

Scott Agnew

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Second, there are several factual inaccuracies in the Report that we believe led OIG to reach flawed and potentially misleading conclusions. For instance, the report misstates the materiality of the data in the “agency name” field of the subscription management reports AT&T provides to the FirstNet Authority. The primary purpose of the subscription report is to communicate device connection data to facilitate the Authority’s tracking of connection targets for milestone and other payments. The subscription report was not designed as a means for establishing the eligibility of users on the network. In fact, the data in the “agency name” field in the report is not even utilized during the actual eligibility verification process. Accordingly, while it may be a useful field for aiding the Authority’s oversight of the process, it is simply untrue to suggest that inaccurate or missing data in that field is evidence of ineligible users on the network.

Third, we are disappointed that AT&T was not included in the audit process underlying the Report. As you know, we have historically played a productive part of assisting OIG in its oversight responsibilities, and in this case, we believe that, had we been included in the process, we could have clarified important facts to avoid the inaccuracies we see in the Report. Despite multiple offers by AT&T to provide information regarding the user eligibility process – the central topic of this audit – OIG did not substantively engage with AT&T as the relevant subject-matter experts. In the future, we hope and trust that we will be meaningfully consulted on any topic important to OIG in its oversight of the FirstNet Authority.

Thank you for your consideration of the above. We welcome the responsibility and accountability that comes with being public safety’s network partner, and we will always work with the FirstNet Authority, NTIA, and OIG to identify opportunities to provide even better service to America’s first responders.

Sincerely,

A handwritten signature in black ink that reads "Scott Agnew". The signature is written in a cursive, slightly slanted style.

Scott I. Agnew, President
FirstNet Program at AT&T

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