Subscriber Paid Offboarding

The FirstNet Subscriber Paid Program enables individual users to acquire and manage their own access to the FirstNet nationwide, high-speed wireless broadband network and its innovative tools and technologies specifically built for public safety.

To safeguard access to this vital network, Subscriber Paid users must successfully verify and reverify their eligibility for FirstNet Service. AT&T ensures users are given every opportunity to complete their verification. If a user fails to verify their eligibility, they will be entered into the FirstNet offboarding program, where they will be provided options to migrate off the FirstNet network.

Offboarding program options

Users in the offboarding program have the following options:

- Migrate to an AT&T Consumer Account
  » FirstNet benefits and promotions will be removed.

- Provide valid eligibility documentation to exit the offboarding program
  » Users in the offboarding program can successfully verify their eligibility to remain on FirstNet.

- Migrate from Self Verified Subscriber Paid to an Agency Verified Organization.

- Cancel FirstNet service
  » Any contract-related charges or installment plan fees will apply.

- Port out to another carrier
  » Any contract-related charges or installment plan fees will apply.

Migration back to FirstNet after being offboarded

Users who have migrated off FirstNet can return to FirstNet if they complete the verification process or gain approval to join an Agency Verified Subscriber Paid Program. Users can visit a local AT&T store, contact FirstNet Care or connect with their local account team to initiate a move back to FirstNet.