

Delivering mission
critical connectivity
when every
moment matters



OFFICIAL SUPPLIER TO

ESN



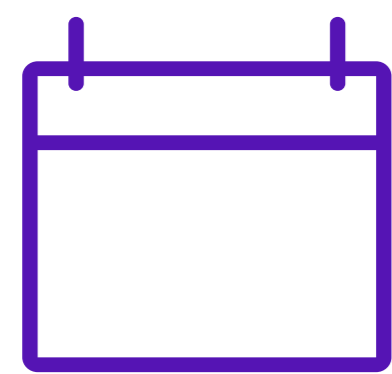
Emergency
Services Network

The lifeline for Britain's first responders

When every moment matters, Britain's emergency responders need connectivity they can trust.

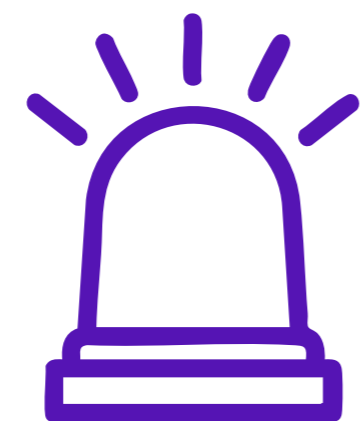
As the official Mobile Services supplier to the Emergency Services Network, BT and EE are getting the network ready to meet the unique challenges emergency responders face every day. Giving them a reliable, secure connection they can count on – whether they're saving lives, coordinating teams, or responding to the unexpected.

We are already a key part of the UK's Critical National Infrastructure, and this is the next step in strengthening Britain's resilience.



...nearly
90 years

of supporting essential public services across Britain



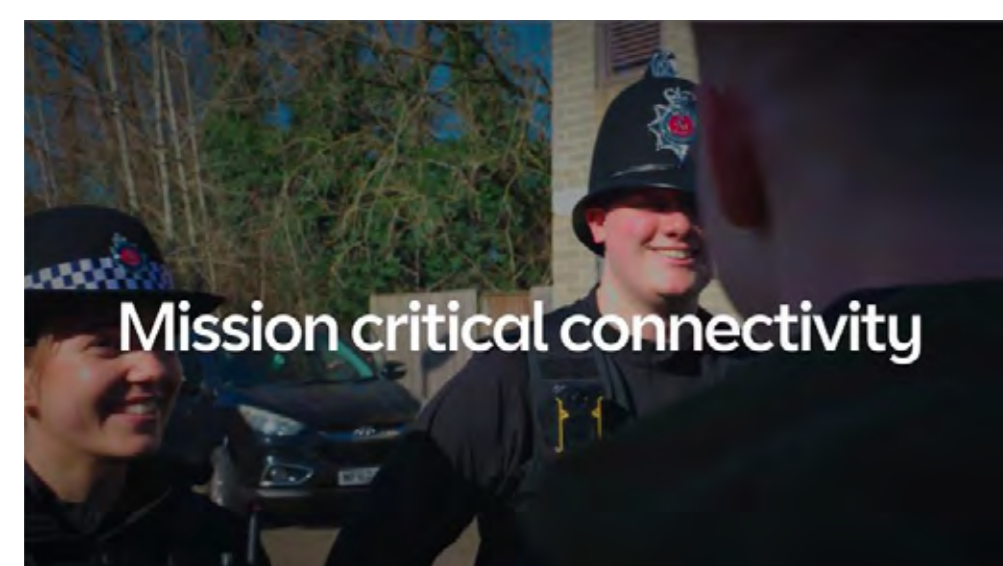
...more than
280

emergency and public sector organisations supported



...more than
37 million

999 calls carried across our network every year



Built on the UK's best network

At the heart of ESN is EE's secure mobile network, trusted by millions and consistently recognised as the UK's #1 network.*

With dedicated capabilities built specifically for the emergency services, ESN users will have access to modern, data-driven tools that enhance decision-making and improve operational efficiency.



*1. RootMetrics reports show that EE has won the UK's Best Overall Network for over a decade.
2. Umlaut Connect found EE to be the UK's best-performing mobile network, achieving their highest recorded score. For more information visit ee.co.uk/claims

Why us?



At the heart of ESN

BT and EE are the official Mobile Services supplier for ESN, building on EE's proven mobile network that's recognised as the UK's Best and Most Reliable network for over a decade*.



Driving innovation

From launching the UK's first 5G rollout to building the world's first 4G Long Term Evolution (LTE) Air-to-Ground network, we lead in connectivity innovation. We've invested £2.8 billion in R&D over five years, advancing 5G, Internet of Things (IoT), Artificial Intelligence (AI), and network intelligence.



Keeping the country connected

We already deliver 4G coverage to 99.7% of the UK population, and we're expanding 5G to 99% by 2030.



Security expertise

With world-class researchers and a focus on education and awareness, we stay ahead of emerging threats to protect our customers. We monitor more than 2,000 potential cyber threats every second, helping protect communications and keep services running smoothly.



Trusted partner

As a cornerstone of the UK's Critical National Infrastructure, we support over 200 NHS trusts, 43 police forces, and 29 fire services, and have handled 999 calls since 1937.

*1. RootMetrics reports show that EE has won the UK's Best and Most Reliable network for over a decade. For more information visit ee.co.uk/claims

What are we doing to strengthen communities and support those on the ground?



From not-spot to hotspot

Enhancing safety and supporting Penmachno's community and local economy by providing fast, reliable EE 4G coverage to the village, alongside mission critical connectivity for the emergency services through the Home Office's Emergency Services Network (ESN).



Enhancing safety at Ben Nevis

At Ben Nevis, we removed dangerous signal 'shadow zones' and strengthened EE's 4G connectivity, including ESN.

For rescue teams, that means more reliable communication in challenging terrain. For visitors, faster access to help when it's needed most.



Creating tomorrow's leaders

We're investing in future communities too.

Through our collaboration with Future Leaders UK, we're supporting young people to gain confidence and build real-world skills. Helping build stronger, more resilient communities for the long term.

Coverage

From national parks to the London Underground, from skies to offshore waters, we enable emergency services to stay connected.

So whether emergency services operate in a busy city centre or a remote valley, we help them stay connected. And with a clear path to 5G, ESN will continue to evolve. Ready for the way emergency responders work now, and in the future.

We have delivered ESN coverage across **538,000 km** of Britain's roads, reaching more rural and remote locations than ever before.



Outdoor coverage

Terrestrial



Marine



Air



Terrestrial coverage

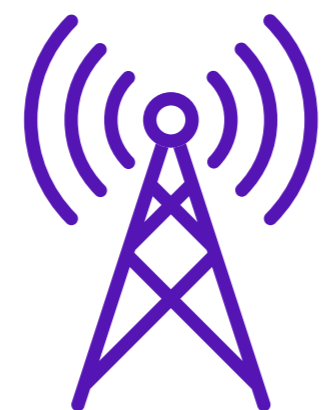
We're delivering the coverage needed for ESN with over 21,000 mobile sites across Britain.

This includes upgrading our entire estate, as well as expanding our existing EE network with new 4G masts, and working with the Home Office to activate the Extended Area Service (EAS) estate.

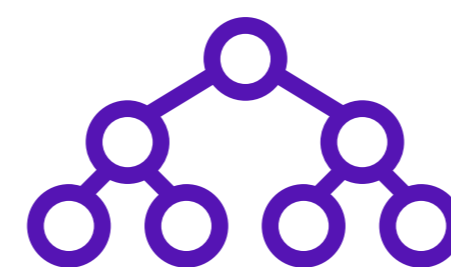
With extended coverage into hard-to-reach locations, emergency services stay connected wherever they're needed.



...over
20,000
existing EE sites



675
new 4G masts built



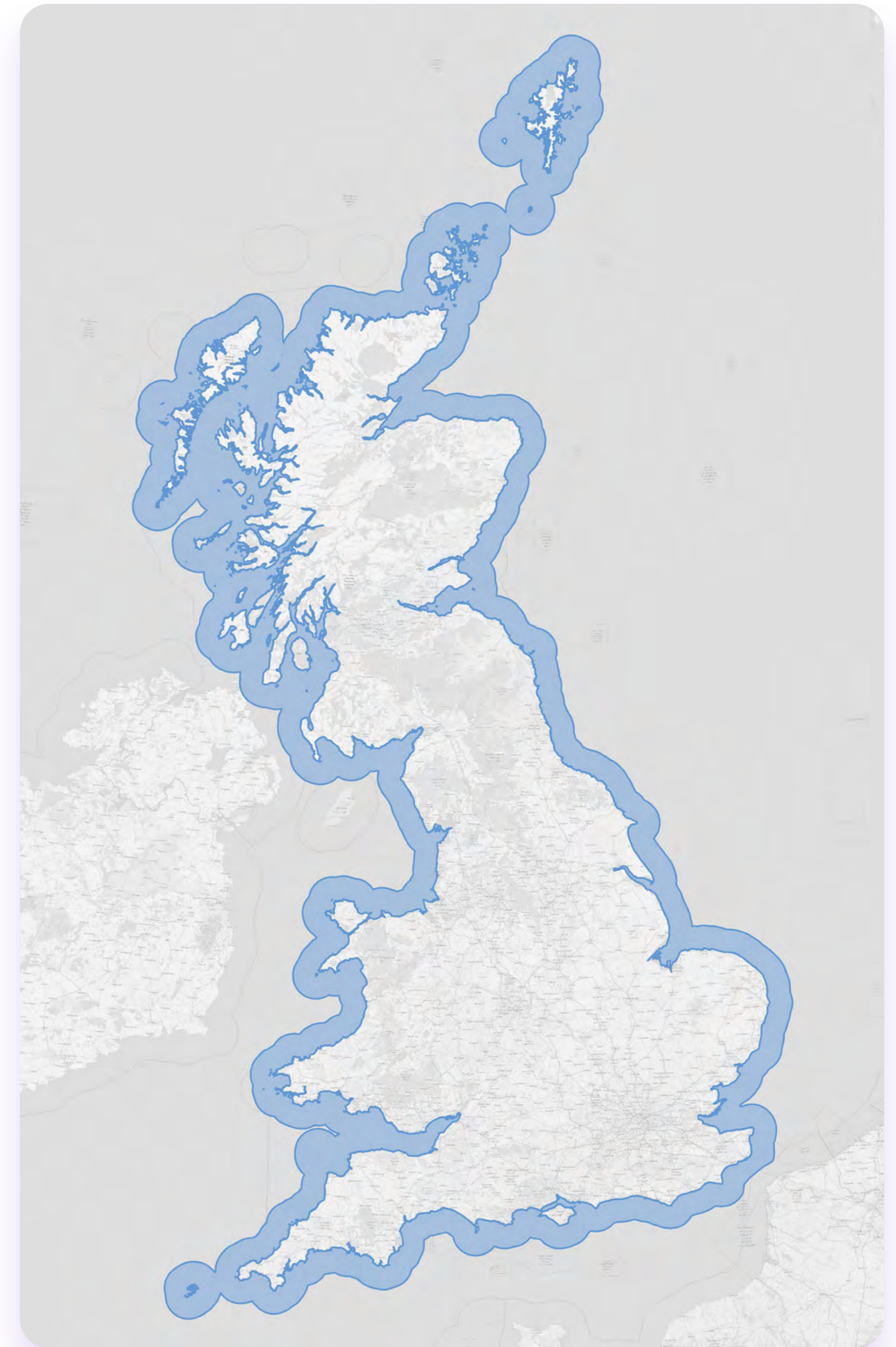
292
Home Office Extended
Area Sites (EAS)



Marine coverage

ESN connectivity doesn't stop at the shoreline. We provide coverage up to 12 nautical miles offshore, supporting lifeboat crews, coastguard teams and marine police units.

That means a consistent link back to control rooms and colleagues on land. First responders are able to coordinate safely and react with confidence at sea.

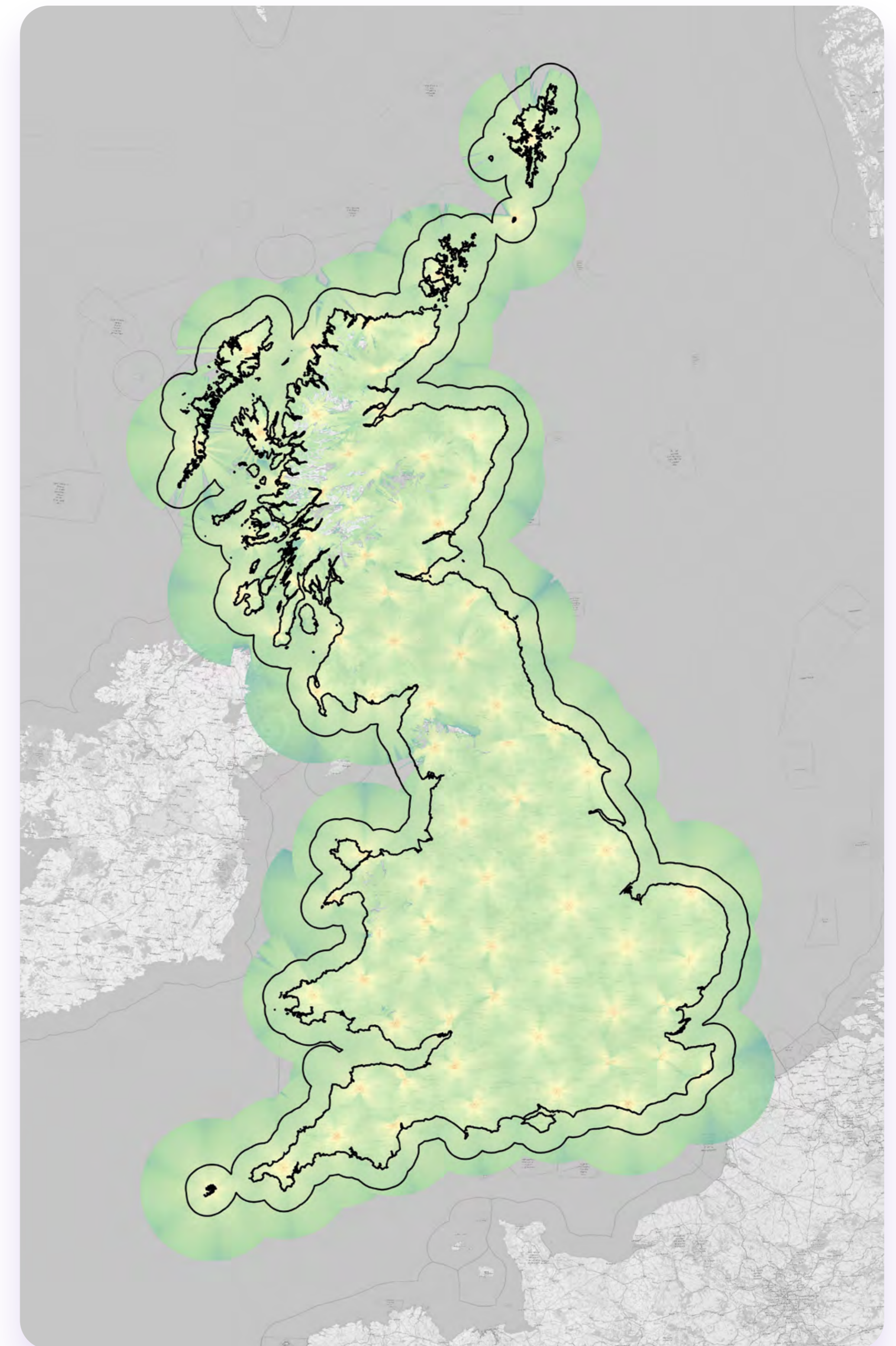


Air coverage

Emergencies on the ground sometimes need the help of airborne teams to support mission critical services.

Our Air-to-Ground (A2G) network will provide mission critical connectivity up to 10,000 feet above sea level, helping air crews stay connected and communicate with control rooms.

Backed by 82 specialist masts, coverage is planned and tested to support safe, reliable airborne operations.



Indoor coverage

Special locations



Coverage enhancements



Transport for London



Special locations

We're delivering mission critical ESN coverage to 79 key locations including road tunnels, metros and underground stations.

From tunnels to busy transport hubs, we're strengthening coverage using a mix of existing infrastructure, new sites and indoor systems.

Every location is thoroughly tested against agreed standards before being approved and submitted to the Home Office for assurance, giving first responders confidence it will perform when they need it.



Coverage enhancements

Coverage enhancements fix connectivity gaps by improving signal in specific high-priority areas, like shopping centres, event venues or a key floor where signal might be weaker.

We work with the Home Office to identify where additional coverage is required and put the right solution in place. When frontline responders are inside complex buildings, the connection is designed to stay reliable.



Transport for London

Reliable communication is vital when operating underground. We're deploying 149 dedicated base stations across the London Underground to support **British Transport Police and other emergency services.**

This means reliable coverage in public areas, platforms and tunnels and extends ESN into non-public zones, emergency escape routes and key stations where standard commercial networks don't reach.

Even below ground, emergency services can have confidence in their connection.

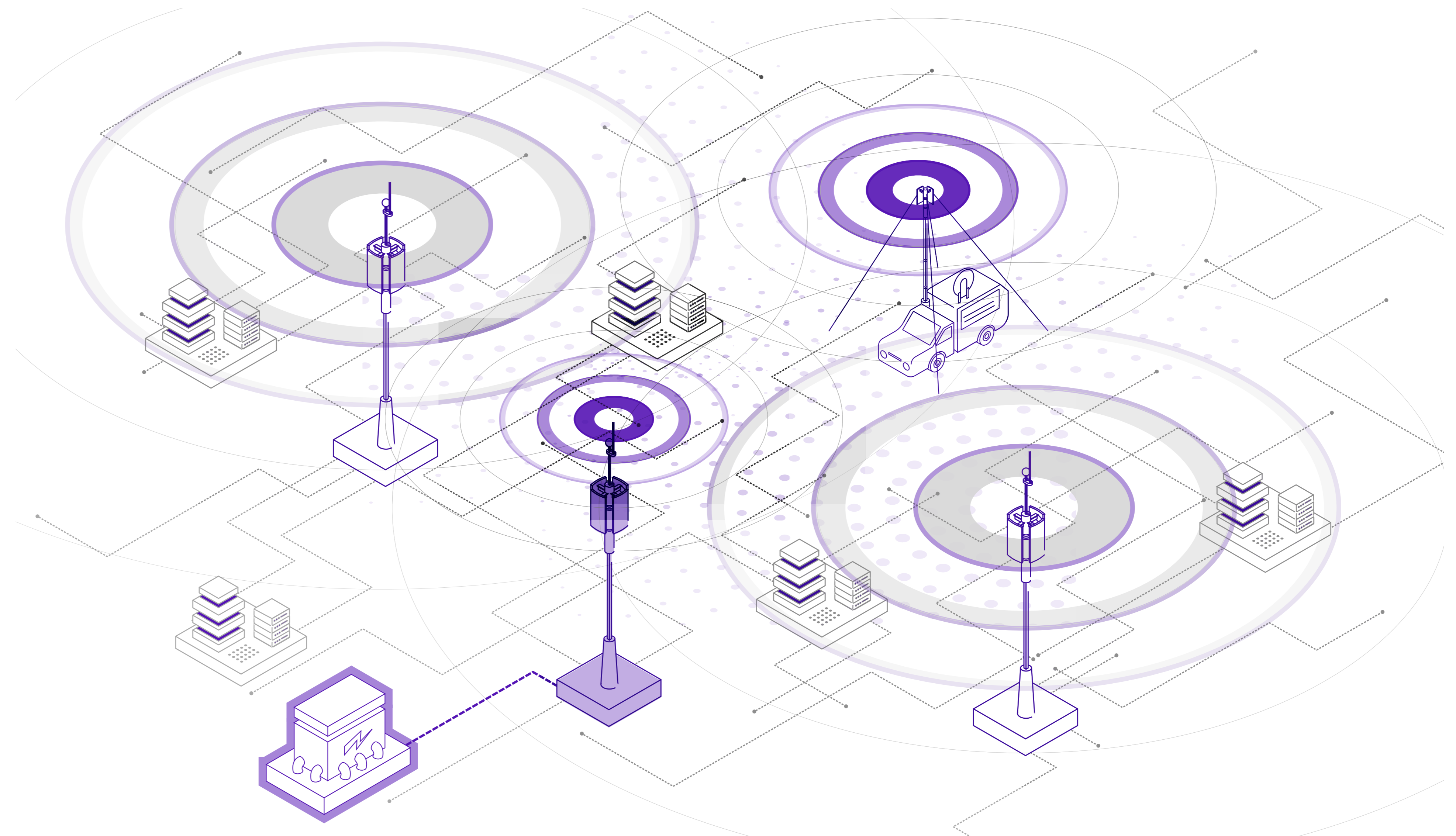


Resilience

ESN uses fully resilient data centres and overlapping radio sites, so if one mast goes offline, coverage continues.

In more remote areas, we add backup power, satellite support and deployable radio sites to restore or extend coverage when it's needed.

All of this is backed by a formal Business Continuity framework aligned to ISO 22301, helping ensure critical services stay live, even during major disruption.



Power resilience

In a national power outage it's critical that communication continues for emergency responders.

That's why we're adding more than 2,000 new generators across the network.

Together, they'll provide up to seven days of resilient road coverage, helping keep ESN users connected even if the power grid fails.



Coverage resilience

Satellite
backhaul



Rapid Response
Vehicle



Rapid
Response Cell



Satellite backhaul

Satellite backhaul is one of the ways ESN stays connected when fixed infrastructure such as fibre or microwave is disrupted, unavailable or impractical.

It can restore service during major incidents, provide backup for critical sites, secure connectivity and support rapid deployment of temporary coverage, particularly in remote, rural or hard-to-reach locations.

For first responders this means:

- Faster restoration during outages.
- Rapid setup for temporary or mobile sites.
- Secure, encrypted communications.
- Extra resilience where traditional backhaul cannot be relied upon.
- Greater preparedness for emergency responders.



Rapid Response Vehicles (RRVs)

When the permanent network is unavailable, RRVs provide temporary ESN coverage so emergency services can stay connected at the scene of critical missions.

They can be deployed during planned maintenance, unexpected outages or major incidents.



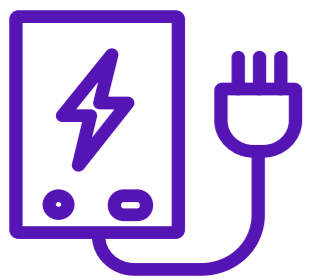
Reliable connectivity

Uses satellite technology to keep communications running if the main network is unavailable.



Fast, flexible support

Designed for ESN use. Easy to request and deployable almost anywhere in mainland Britain within six hours.



Built for resilience

Back-up generators and solar trickle charging support deployments of up to 12 hours.



Fully managed 24/7

Maintained and ready to go, with 24/7 on-call support.



Rapid Response Cell

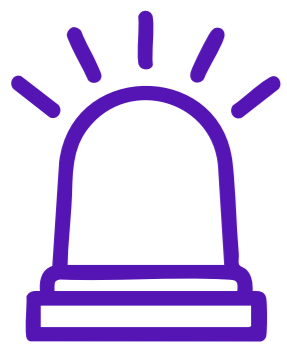
For major events, planned operations or prolonged incidents, RRCs provide temporary ESN coverage that performs like a permanent mast.

They can be deployed almost anywhere across mainland Britain within 24 hours and help emergency services maintain mission critical communication.



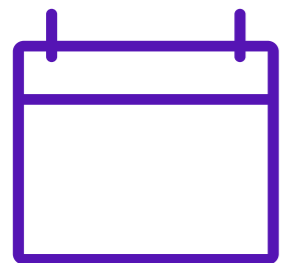
Reliable connectivity

Uses satellite technology to keep communications running if the main network is unavailable.



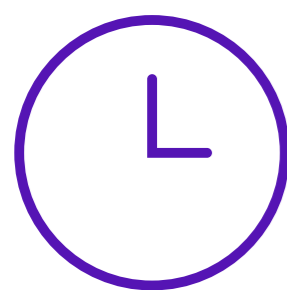
Full ESN access

Provides dedicated ESN voice and data coverage to support teams on the ground.



Built for longer deployments

Ideal for multi-day events, or incidents lasting up to one month.



24/7 operation

Designed to keep critical lines of communication open around the clock.



Extended access

Emergency teams work in all kinds of environments. Working with the Home Office, we're developing practical solutions that extend ESN into vehicles, buildings and open areas, informed by feedback from users in the field.

This includes mobile units and coverage extenders that can be deployed quickly when needed.

For remote or challenging locations, satellite-based options can provide additional support. When arriving on scene, first responders can stay connected.

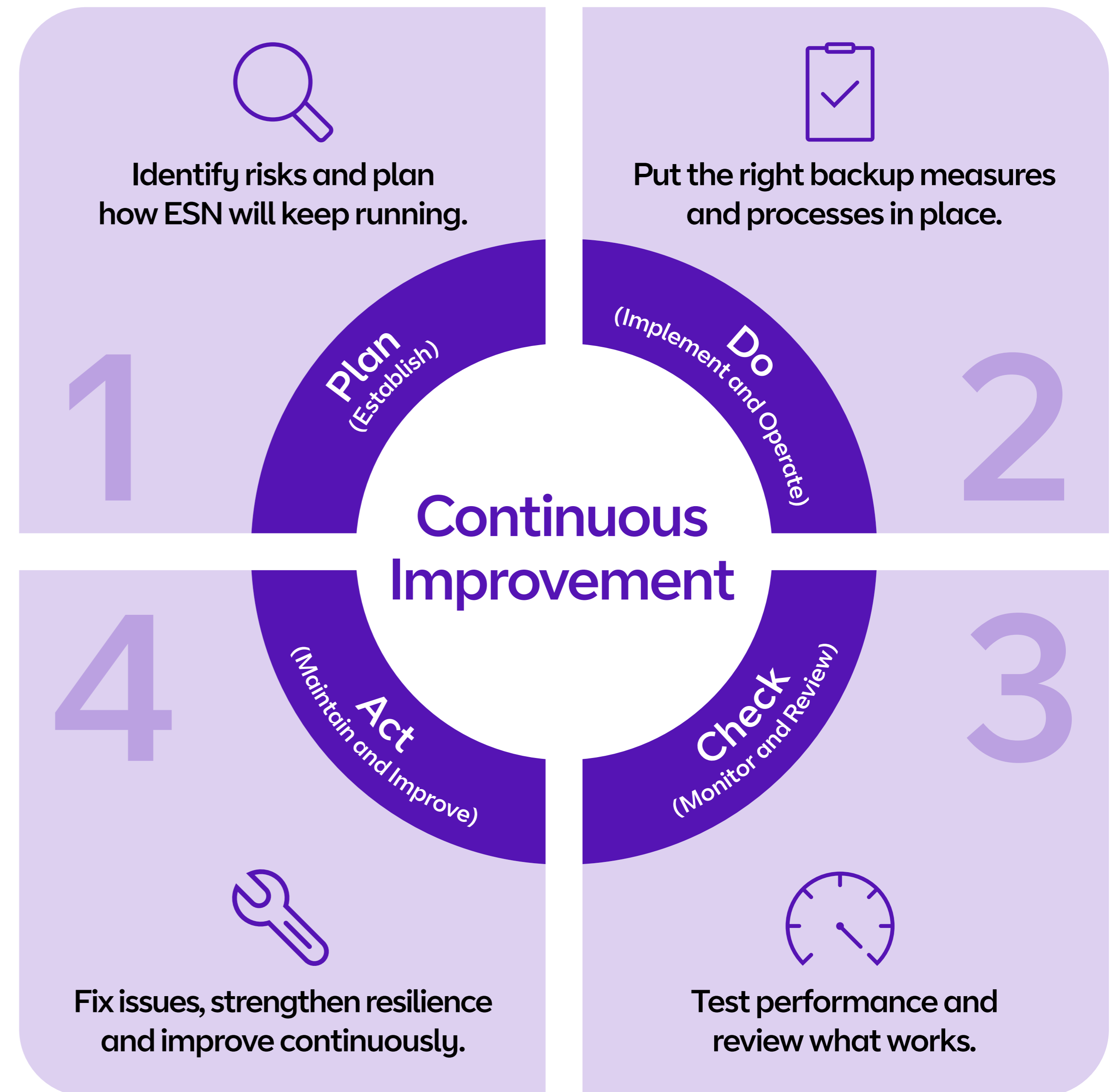


Business Continuity Management

Business Continuity Management (BCM) sits at the heart of ESN, so the network is prepared in case of disruption.

We don't just assume the network is resilient. We test, review and improve it continuously, aligned to international standards.

That means the network is designed to keep supporting first responders during outages, incidents and unexpected events.

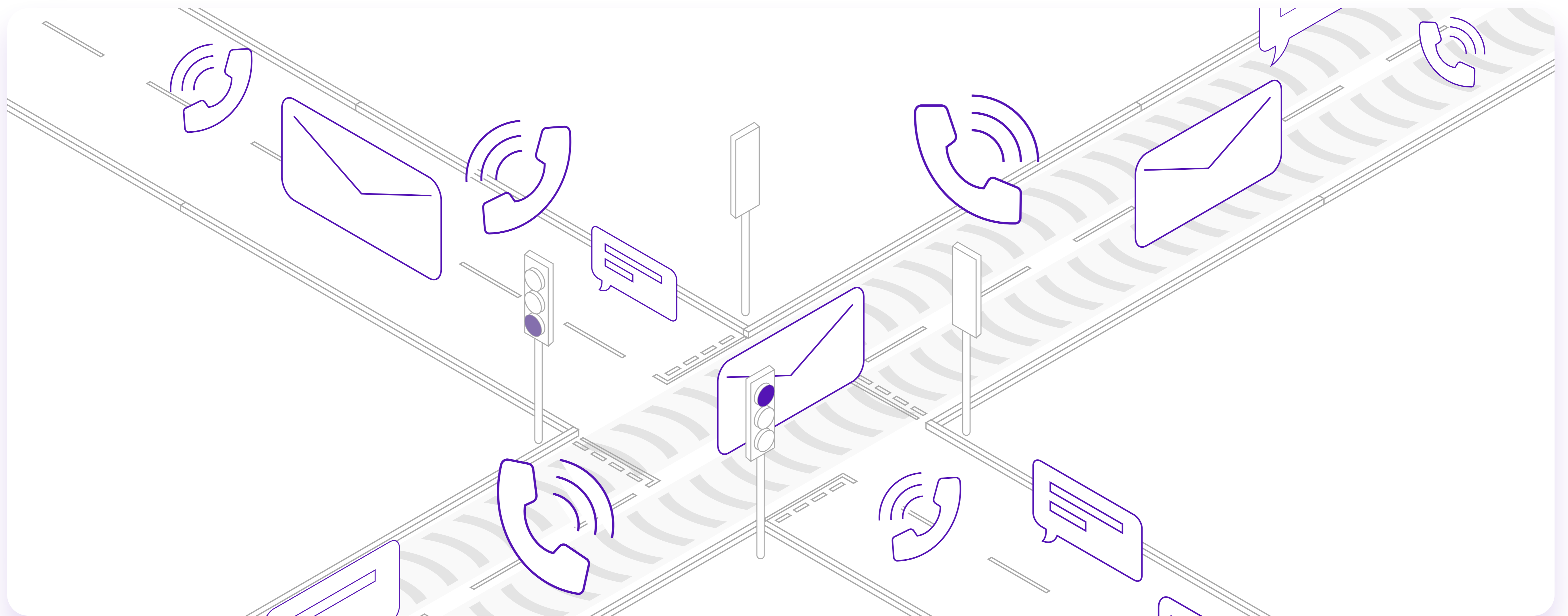


Reliability

Reliable performance is essential when emergency services are responding to incidents.

That's why ESN is built around strict service standards and high availability targets.

Critical calls and data are prioritised over commercial traffic. Even when the network is busy, the connection is protected.



Priority and pre-emption

Lives depend on mission critical communication. ESN is designed to prioritise emergency services across the network, so they retain access.

ESN users are given enhanced access and priority status, ensuring their devices and services take precedence over non-critical traffic.

During periods of high demand, the EE network automatically manages priority using layered controls:

- **Allocation and Retention Priority (ARP):** Ensures critical ESN users are first in line for network access.
- **Quality Class Indicator (QCI):** Protects the connectivity performance and reliability.

In extreme congestion, lower priority traffic can be restricted to protect ESN services. A vital ESN push-to-talk call will always take priority over non-critical activity such as someone streaming or browsing online.

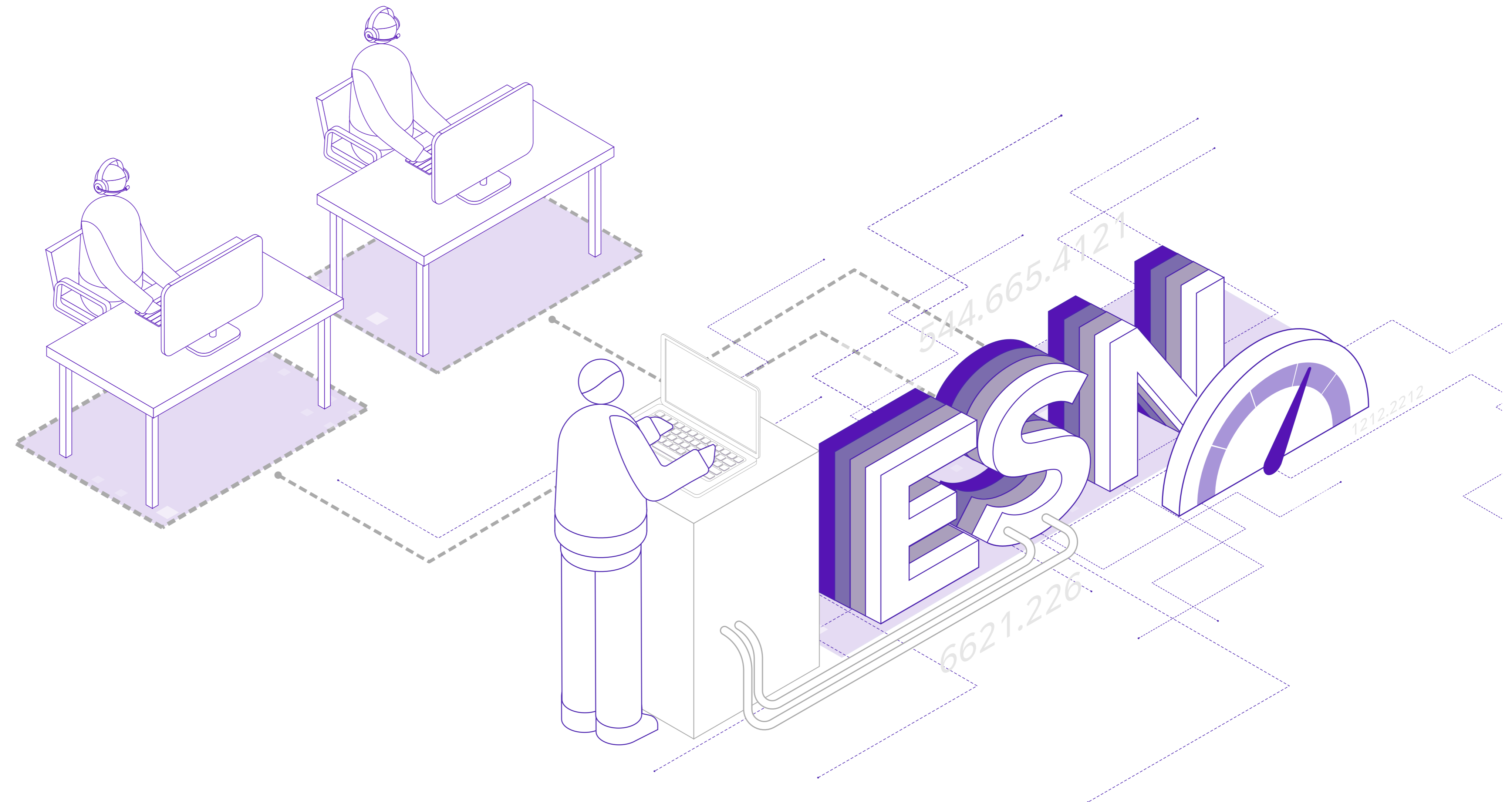


Quality

We work closely with user representatives, the Home Office and other key partners so that the ESN performs efficiently.

We carry out joint testing, from field trials to equipment capability checks, to prove performance in real operational environments.

And the network is continuously monitored and maintained, so it remains reliable every day.



Quality Management System

ESN isn't treated like a standard commercial network.

Because it supports public safety, we operate an Enhanced Quality Management System with stricter controls and higher service standards.

This means clear processes, close performance monitoring and full transparency.

And we continuously review and improve the service, so it stays reliable today and evolves to support the way emergency responders work in the future.



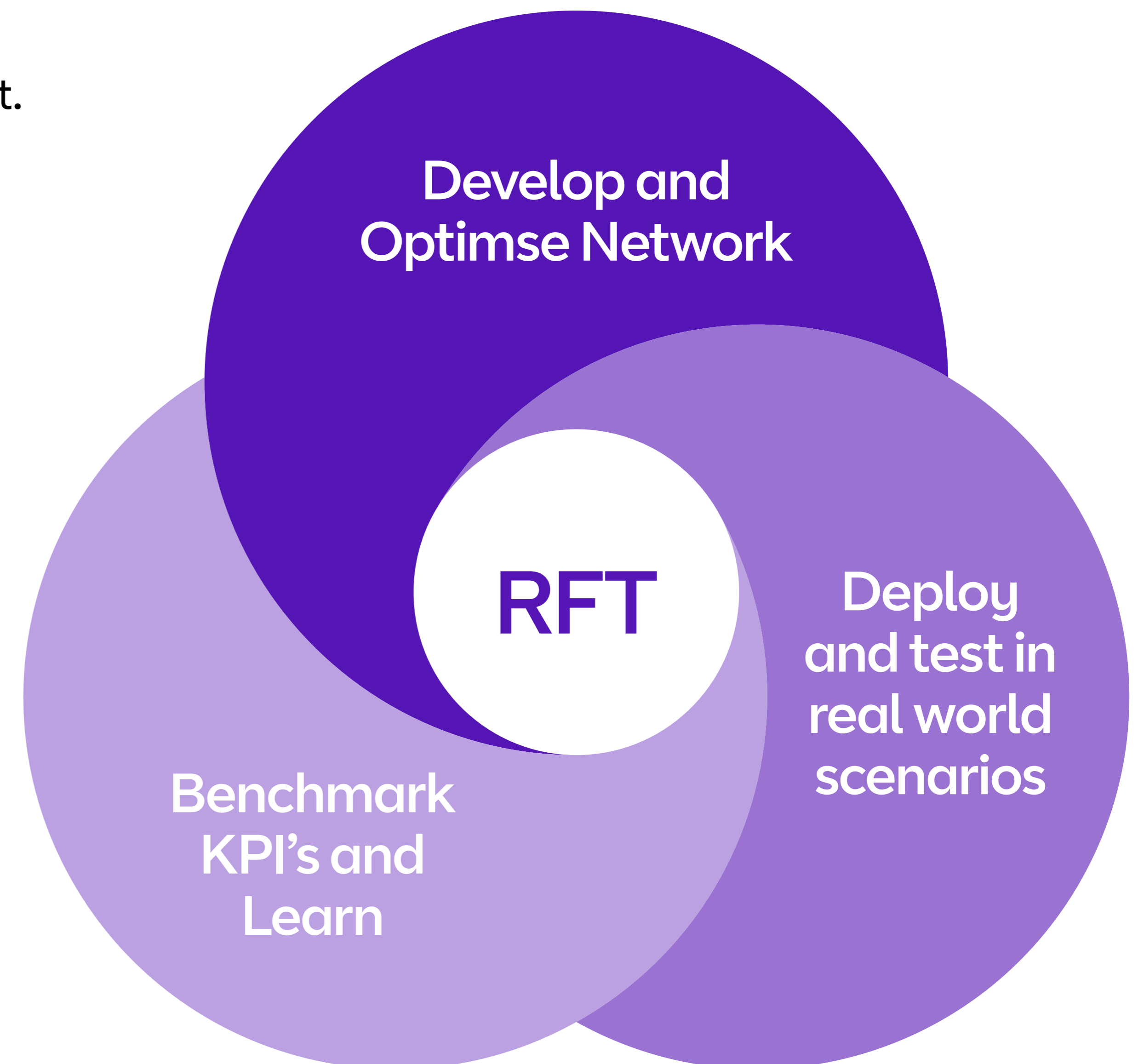
Radio Access Network Field Testing (RFT)

We test the network in real operational conditions, not just in a lab.

This includes high-pressure environments like major public events, busy city centres and crowded locations where demand is at its highest.

We also use data from real incidents to simulate demand through test events on the live ESN network, working alongside ESN user representatives and the Home Office team to reflect the challenges emergency responders face.

In addition, we run incident data through desktop exercises to assess potential weak spots on the network and address them before they affect emergency responders.



Network process

Behind ESN is a set of processes designed around one priority: to maintain mission critical communications so the emergency services can save lives.

We monitor performance continuously, respond quickly to issues and take action to reduce risk before it affects service.

Every part of service delivery is built for resilience and fast response. Because when first responders are reacting to an incident, the network needs to be ready.



A mission critical mindset

Every six minutes, someone in the emergency services presses the red button.

We understand the role demands more than advanced technology. It requires a network and a team focused on supporting missions in all conditions.

That means resilient, secure connectivity designed around priorities, from routine callouts to the most demanding incidents.

Our commitment is simple. We'll keep emergency services connected, informed and ready to act.



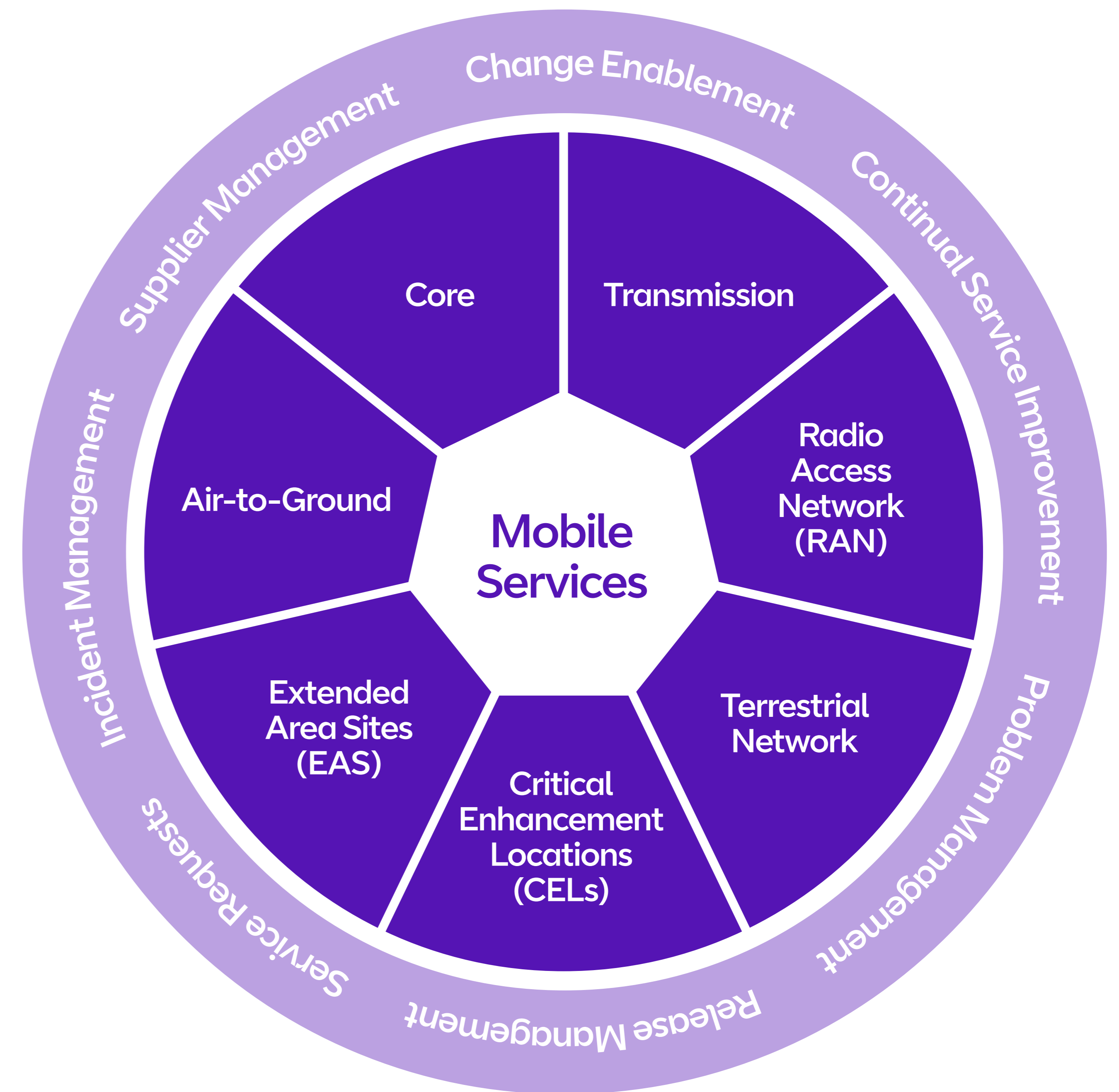
Operational service processes

To make sure ESN is ready when it matters most, we run a robust operational service process built for a live emergency services environment.

This brings together specialist teams, proven procedures and advanced monitoring systems. Change is carefully planned and controlled to protect the network, so communications stay reliable and available.

Our approach is underpinned by recognised framework, including ITIL best practice and ISO 9001 quality management.

That means emergency services get the right skills, controls and a service designed for emergency response.



Service management reporting

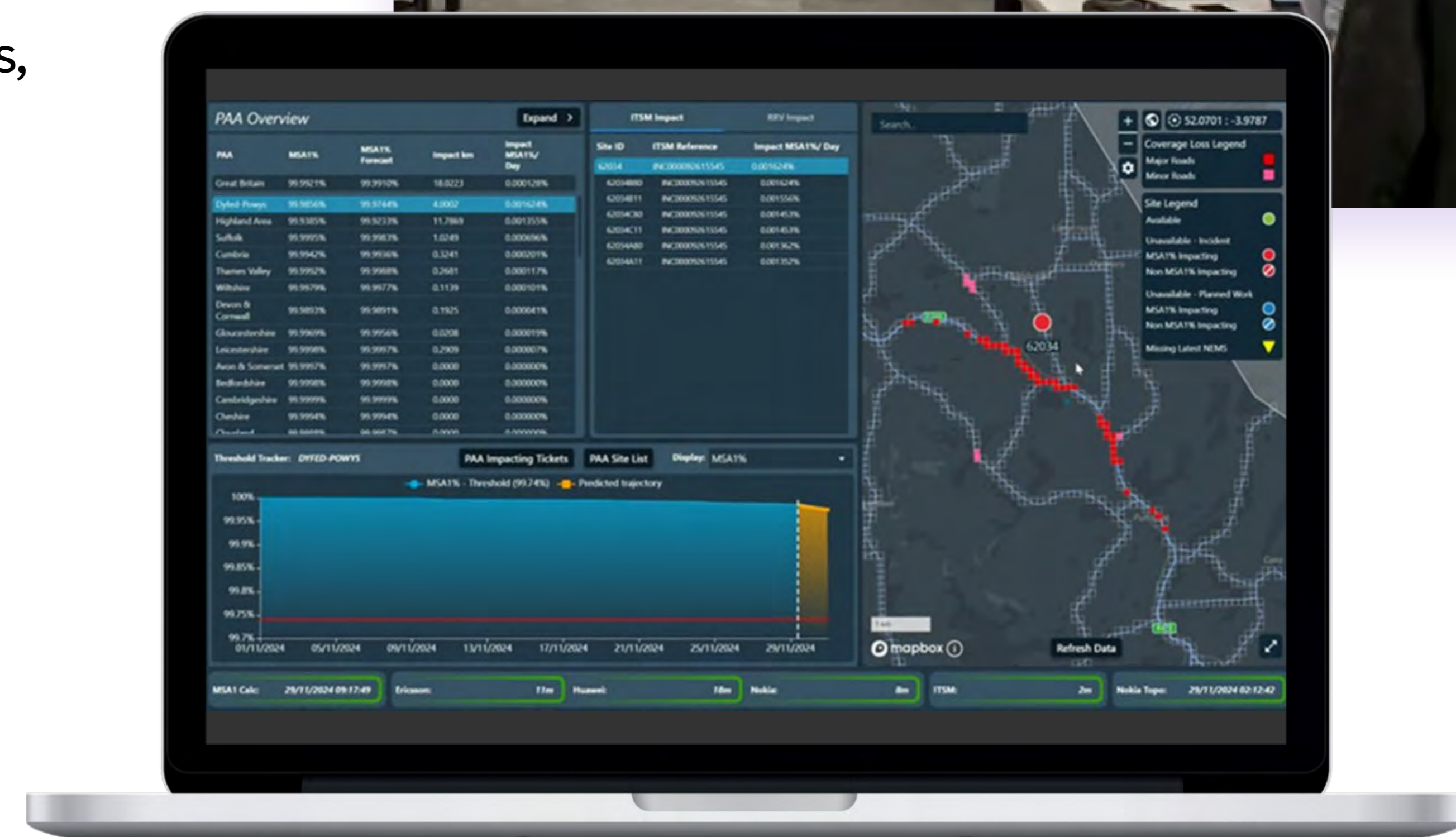
To build confidence in ESN's performance, we track it closely and report transparently.

We measure key service indicators against strict targets, including:

- Coverage availability
- Network accessibility
- Service restoration times

This gives clear evidence of how the network is performing, and where it's improving. Our ESN Service Management team monitors performance continuously and acts quickly when issues are identified.

After major weather events, we also provide storm reports, showing how the network performed under pressure.

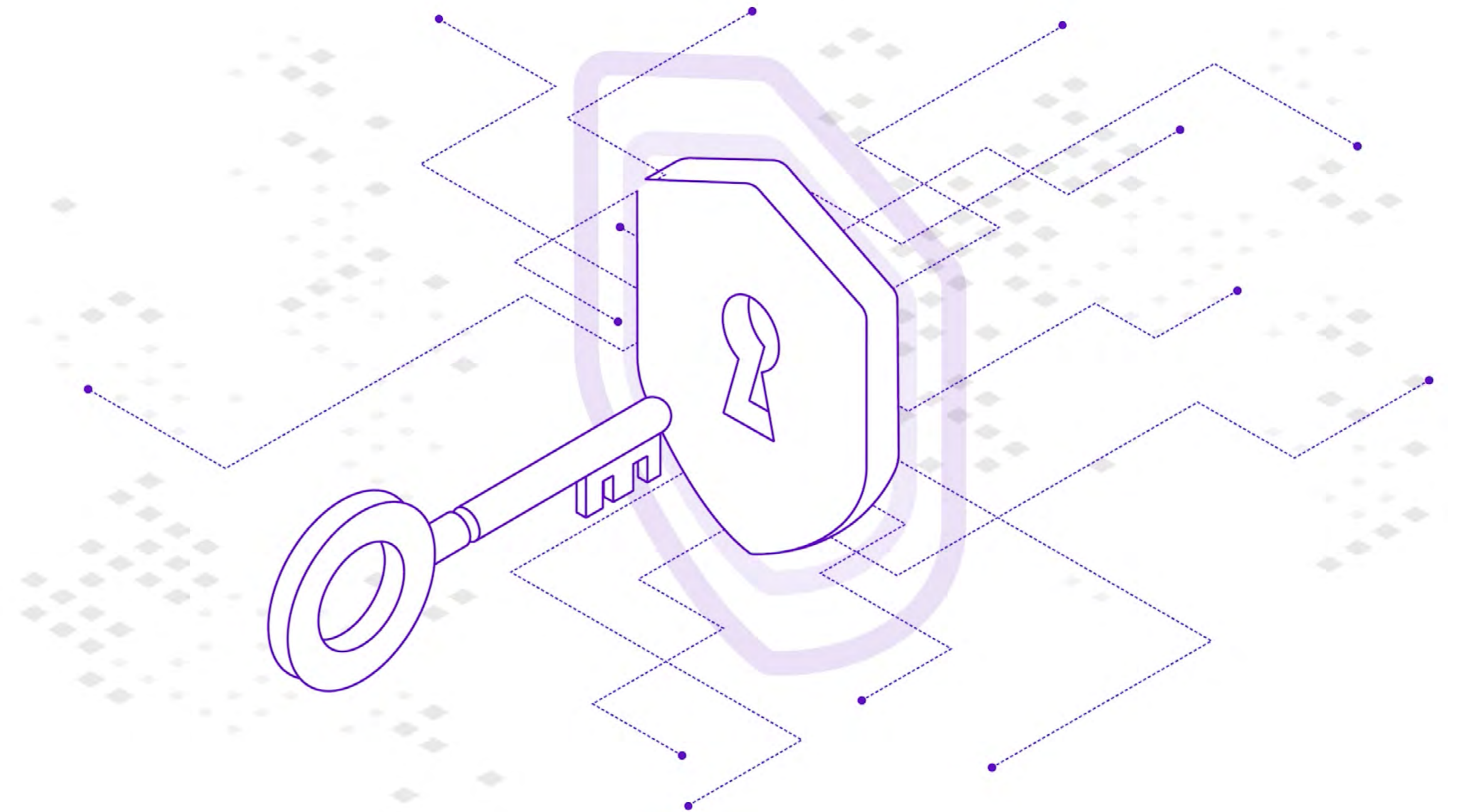


Security

Our security team safeguards the programme with an end-to-end framework.

This includes proactive risk management, secure-by-design engineering, rigorous supplier standards, and carefully vetted personnel.

Working closely with the Home Office, we maintain a secure and trusted ecosystem that safeguards the communications emergency responders depend on – because security underpins everything.



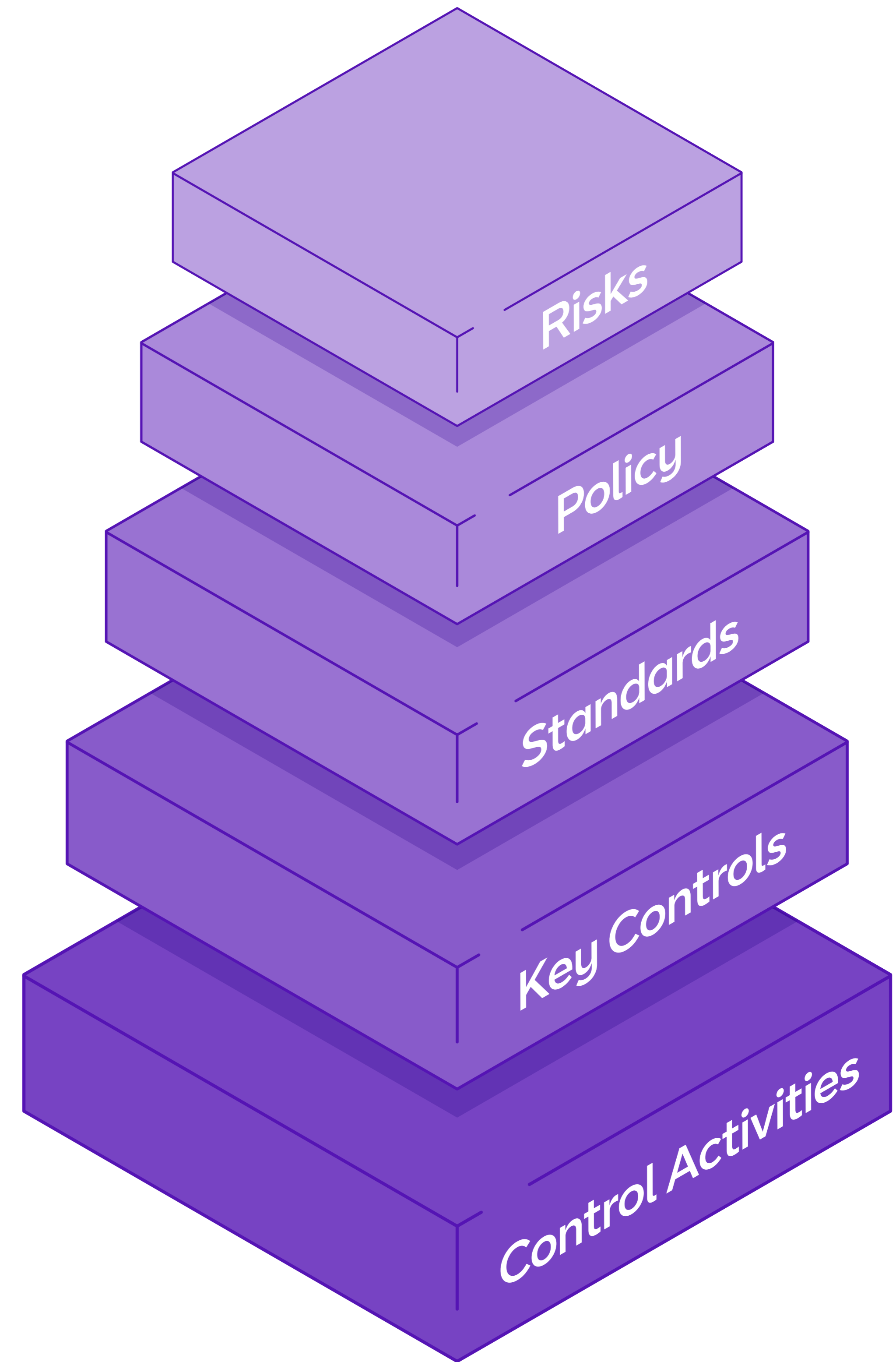
Security standards

Our BT Security standards define the minimum control requirements that systems, solutions and services must meet across BT Group.

The overarching Security Policy addresses the principal cyber risks facing BT. Key controls are established to support this policy and mitigate those risks.

BT Security standards break the key controls down into detailed control requirements. These are implemented through approved design principles, patterns, guardrails, configurations, supporting operational processes and procedures.

This provides users confidence that the systems they rely on are protected and continually checked to make sure risks are well-managed, creating a trusted experience every day.



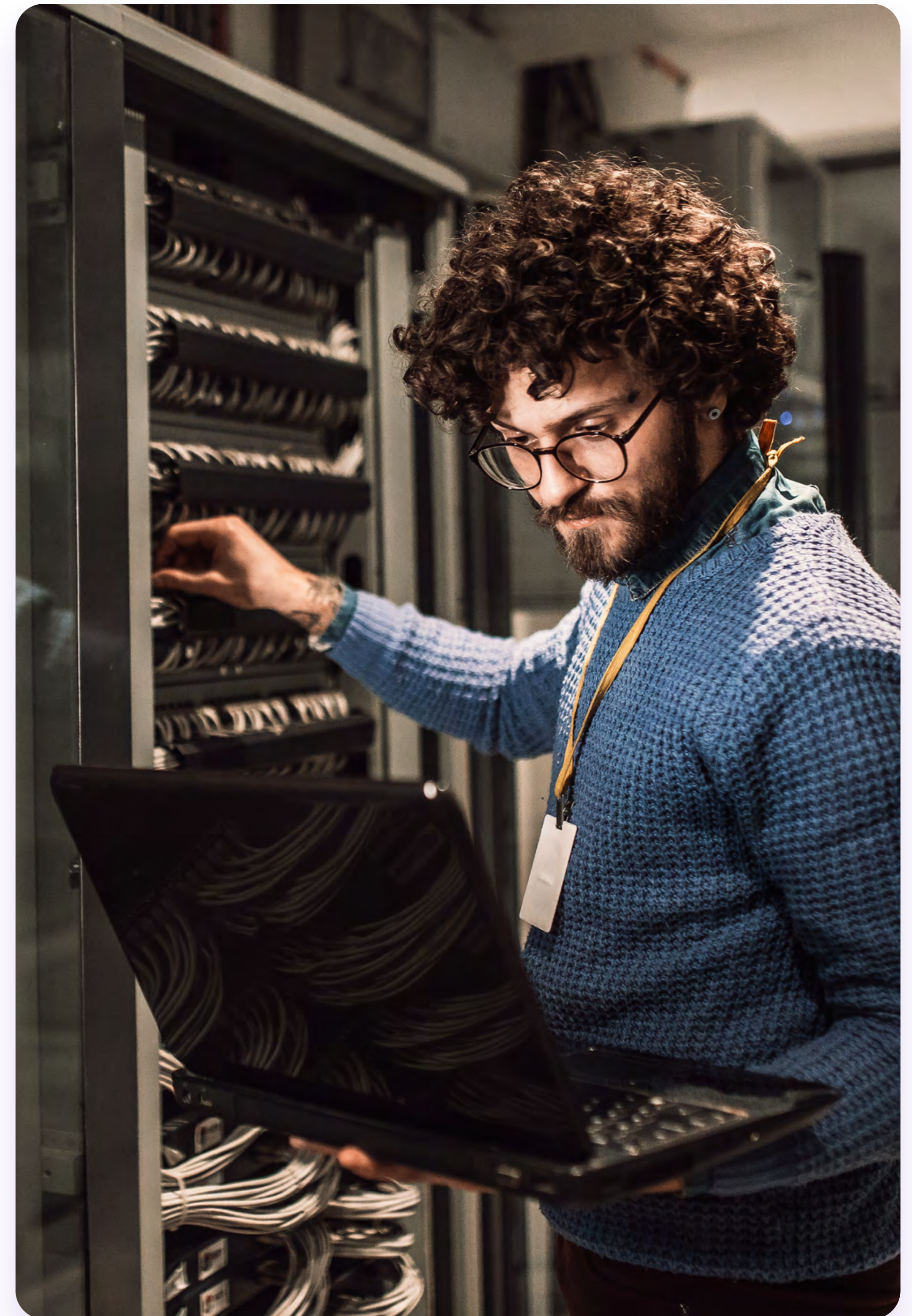
Security governance

Our BT Security standards are aligned with recognised industry best practice, including the Information Security Forum Standard of Good Practice, and are regularly reviewed against leading frameworks such as ISO 27002 and the National Institute of Standards and Technology.

We continually strengthen our security through close collaboration with specialist teams and key stakeholders, using operational insight and real-world intelligence to inform updates.

We work closely with Legal, Regulatory, Cyber Risk and Assurance teams to stay ahead of emerging obligations, with structured governance cycles ensuring oversight.

For ESN users, this delivers a service underpinned by proven, rigorously managed security controls that protect the communications they rely on every day.



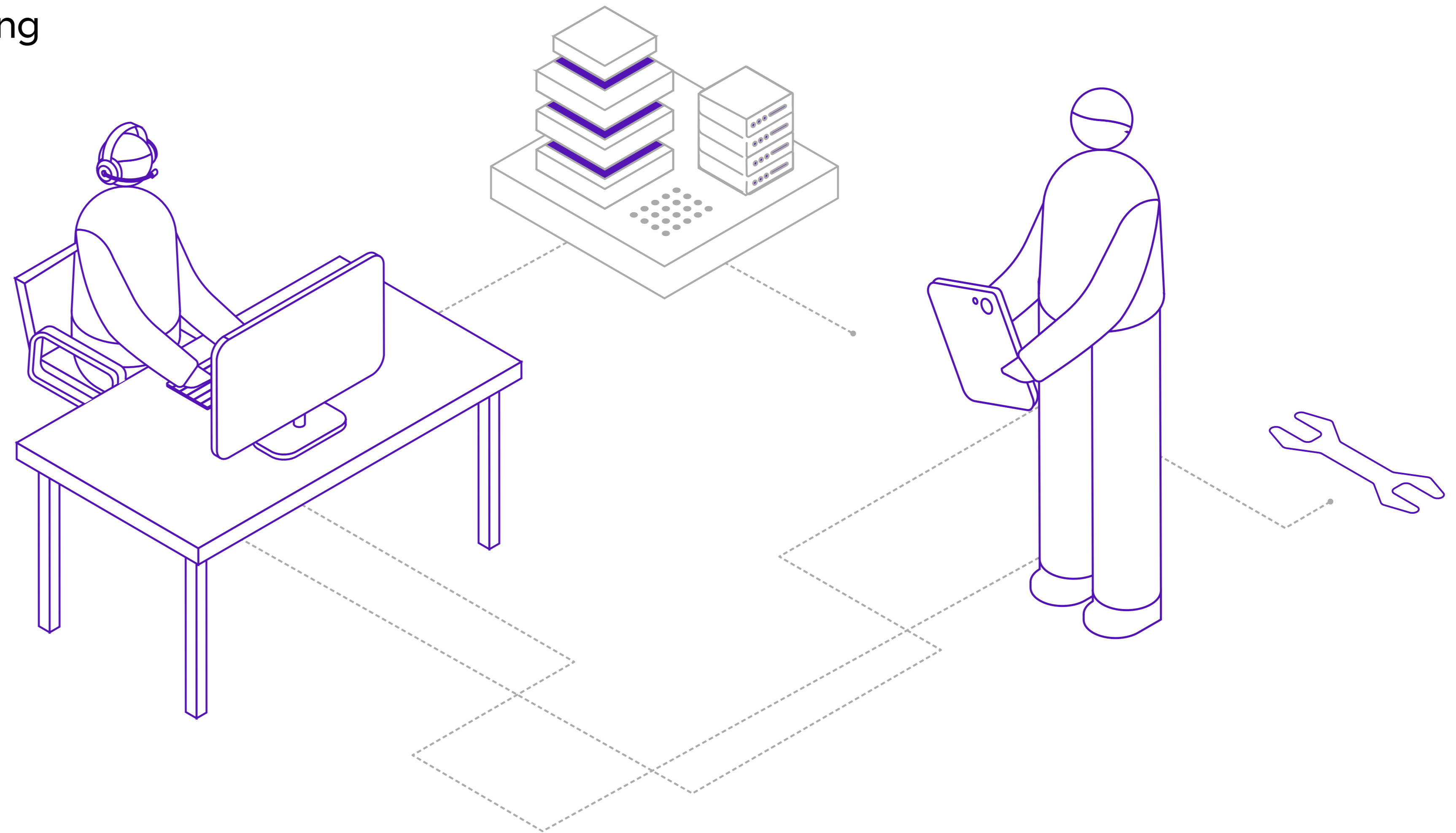
Network solutions and user support

Some operations require additional support beyond standard network coverage.

That's why we provide additional network solutions and coverage intelligence tools to help plan deployments with confidence.

We work closely with user organisations, listening to operational needs and sharing information transparently.

And we review training materials to help teams prepare for the transition to ESN.



User training support

We know operational readiness matters, and we want first responders to feel fully prepared for the transition to ESN.

So, we work with user organisations to share clear practical information about how the network works and how it's developing.

Through our Inside the Network sessions, we provide open insight into ESN – what's live now, what's changing and what that means for operations. We also take part in coverage workshops, so we stay aligned to real operational needs.

To support training, we help shape learning materials and share delivery updates on new sites and services, giving first responders early visibility of any relevant improvements they'll see in the field.



Optional Services Catalogue

ESN delivers extensive coverage, but sometimes additional coverage is needed to meet specific operational requirements. That's why we provide:

- In-building coverage solutions
- Site surveys and feasibility assessments
- Design and implementation support
- Ongoing maintenance

All options are agreed with the Home Office and set out in a clear catalogue, giving emergency services a straightforward way to select and purchase the solution that best meets their needs.



ESN Coverage Intelligence

A secure, interactive visualisation tool for authorised ESN users that shows ESN coverage and live site status, helping emergency responders plan with confidence before arriving on scene.



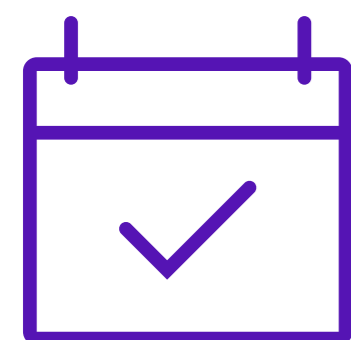
Plan smarter

See coverage levels in advance and set realistic expectations for day-to-day operations.



Make confident decisions

With a solution powered by 60+ billion data points per quarter.



Stay up to date

View live site status, availability and utilisation to support timely decisions.

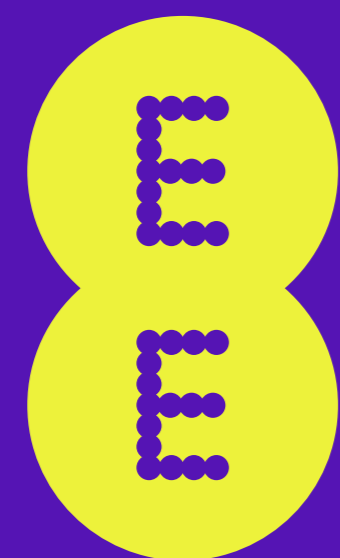


Supporting first responders, every step of the way

We've enhanced coverage, built in resilience, prioritised communications and secured the network end-to-end.

And we'll continue to improve and support ESN as it evolves, so when emergency services respond, their mission critical connectivity is ready.

To find out more or explore available tools and updates, visit esn.co.uk



Offices Worldwide

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March 2026

OFFICIAL SUPPLIER TO



Emergency
Services Network