T-MOBILE FOR GOVERNMENT

Upgrade your network solutions to better serve the needs of veterans.

Aging populations and new technologies increasingly rely on dependable network connectivity.

New technologies are constantly being introduced, alongside new security threats and an increasing demand for care, especially for veterans in underserved populations. **As the VA works to overcome these challenges, they need network infrastructure designed with this growing demand in mind.**

Challenges the VA faces put a strain on aging network infrastructure:

The need for care is increasing.

Almost 50% of veterans are over the age of 65,[1] and a quarter of veterans live in rural areas.[2] To improve care in underserved areas and increase access to telehealth, **the network needs to prioritize critical traffic and extend coverage to mobile and rural clinics.**

A federal push is underway.

The VA is under increasing pressure to modernize its electronic health records system. Previous attempts have raised concerns over continuity of care and downtime during migration. To successfully implement a new EHR, the VA needs **a network that prioritizes bandwidth for mission-critical applications and reduces latency to prevent downtime.**

Inefficiencies and staff shortages add pressure.

Since 2014, the VA has experienced staff shortages, with 82% of facilities reporting severe shortages of doctors in 2024.[3] Time-consuming manual tasks put a strain on staff. As the VA integrates new technologies to attract talent and improve inefficiencies, **networks require more low-latency, high-throughput capabilities.**

Cybersecurity and compliance demands are increasing.

The VA is a target for cyberattacks. In addition for increased security, the VA also requires resilient, prioritized communication during disasters, as a failover support, and to send real-time alerts. To defend against cyberattacks and provide reliable communication, **the network requires operational resilience to maintain bandwidth for critical services.**

To take on these challenges, the VA needs solutions to prioritize bandwidth for critical operations, provide reliable coverage for rural or mobile clinics, and reduce latency and ensure high-throughput capabilities to support advancing technology.

[1] Census.gov, Aging Veterans: America's Veteran Population in Later Life, 2023
[2] U.S. Department of Veterans Affairs, Telehealth Delivers Quality Care to Veterans in Rural Communities, 2024
[3] American Legion, Severe Shortages of Doctors and Nurses Have Persisted for a Decade at VA Facilities, Report Finds, 2024

Strengthen your operations with Advanced Network Solutions and T-Priority

To meet complex challenges facing veterans and the facilities that serve them, the VA is undergoing significant enhancements. Outdated infrastructure is being modernized to provide scalable bandwidth for today's bandwidth-intensive applications. Access to care is improving for underserved and rural veterans, and support for telehealth and mobile health operations are expanding. New uses for AI to improve operational efficiency are being explored, and continuity of care is being preserved as the VA prepares to migrate to a new EHR.

To support these and other initiatives and investments, it's essential to deploy network infrastructure tools to prioritize bandwidth to better support critical operations.

T-Priority on America's Best Network.

Advanced Network Solutions, built on the nation's first 5G Advanced Network, deliver network infrastructure to support the unique needs of VA healthcare facilities. T-Priority provides prioritized bandwidth to help ensure crucial VA services remain available, even during times of network traffic or emergencies.

What sets T-Mobile Advanced Network Solutions apart from other network solutions?

- **Cost predictability and financial flexibility:** An OpEx pricing model lets the VA avoid upfront capital expenses and scale services as future needs demand.
- **Continuity and redundancy:** When migrating to new systems, network options can act as a failover to legacy systems or vice versa to avoid downtime risk during outages or attacks. Optional T-Satellite coverage extends messaging capabilities even in remote areas without service.
- **Enhance mobile workforce support:** Enhanced connectivity across facilities enables bedside charting, mobile rounds, and a faster clinical response.
- **5G Standalone Network:** Unlock the full benefits of 5G—faster speeds, greater capacity, and lower latency—along with the nation's first dedicated network slice. That slice helps ensure critical VA users and devices receive prioritized access to the network.

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For qualifying organizations on eligible rate plans. Features available on our network; not available while roaming. Baseline commits available network resources to help maintain threshold throughput; does not guarantee threshold speeds in all network conditions. Coverage not available in some areas.

VA trends

Current trends in veteran care demand Advanced Network Solutions and T-Priority

As reliance on digital tools increases, the VA's operational success depends on bandwidth that can be intelligently allocated to mission-critical services first.

Five trends are shaping the present and future of VA operations.

1

Digital modernization

Many VA centers continue to rely on outdated networks that can't support today's applications.

2

Expanded access

Providing better care for veterans means expanding access to services to rural and underserved populations.

3

Telehealth and mobile operations

Expanding telehealth and creating a more connected workforce means better access to patient data and improved care.

4

EHR migration

The VA needs to reduce downtime and ensure continuity while migrating to a new EHR.

5

AI and automation

Increased exploration of AI and automation can transform operations, but only if the network can keep up.

Implementing new technologies and improving care requires digital modernization of VA infrastructure

Many VA facilities still rely on outdated wired or Wi-Fi networks that can't handle today's bandwidth-intensive healthcare technologies. As the VA moves toward updating facilities and improving patient care for an aging population, outdated networks create friction, latency, and bottlenecks.

Modern healthcare requires modern infrastructure.

T-Mobile enables the VA to modernize infrastructure with scalable, secure 5G networks that can meet the data needs of tomorrow's VA today. Future-ready 5G connectivity supports electronic health record migrations, high-definition imaging, AI-enabled diagnostics, and real-time patient monitoring. T-Priority enhances this foundation by giving VA facilities priority access to network resources, even during times of high demand, helping ensure reliable performance across campuses and facilities when it matters most. A flexible OpEx funding model allows the VA to modernize infrastructure without large upfront capital investments, better aligning with federal budgeting strategies.

Depending on your needs, T-Mobile engineers will work with you to suggest one of two types of networks to replace or augment outdated Ethernet and Wi-Fi networks:

- **Hybrid Network:** Access our shared and/or dedicated spectrum and enjoy the flexibility and interoperability of a combination of public and private infrastructure.
- **Private Network:** Access specific, focused coverage with a fully customized network ideal for high-performance applications.

5G lays the groundwork for digital-first, veteran-centered care.

Expanding healthcare access to rural and underserved veterans demands better coverage

The VA serves 2.7 million rural and highly rural veterans, with 54% of those veterans aged 65 or older.[1] Access to consistent, high-quality care is limited by distance, staffing shortages, and outdated connectivity infrastructure. Despite significant investments in healthcare outreach, gaps in broadband access continue to undermine the reach of critical services, including telehealth and remote patient monitoring.

Location shouldn’t be a barrier to care.

T-Mobile uses low-band 5G spectrum to extend coverage into hard-to-reach areas, supporting mobile clinics, virtual care, and connected health programs. This enables real-time telehealth technologies that can ensure veterans in rural communities receive care that is on par with their urban counterparts. This also improves access to specialty care for veterans in rural areas.

[1] U.S. Department of Veterans Affairs, Rural Veterans

Creating a more connected workforce and expanding telehealth requires improved connectivity

Today's VA clinicians, nurses, and technicians require constant and reliable access to patient data from multiple devices. From mobile rounds and bedside documentation to virtual consultations and remote care, the VA's workforce relies on constant, high-speed access to electronic health records, imaging, and secure communication tools across a growing range of devices and locations.

Healthcare extends beyond hospital doors.

The T-Mobile 5G network enables secure, high-speed mobile connectivity for VA staff across hospital campuses, clinics, and field locations.

Improved connectivity can enhance bedside documentation, improve remote collaboration between facilities, and support emergency communications during crises or natural disasters. T-Priority manages network resources to maintain baseline speeds and performance—up to twice as fast as before—so the VA can confidently extend care beyond hospital walls to mobile units and rural clinics.

With better connectivity and seamless coverage, veterans can benefit from uninterrupted virtual visits, while providers can receive faster data transmission, even during times of high network traffic. When moving between facilities, staff devices like tablets and smartphones stay connected, ensuring continued communication and care.

Expanding care beyond hospital walls to community clinics ensures better care for veterans and their families.

Migration to new EHR without downtime can ensure continuity of care for veterans

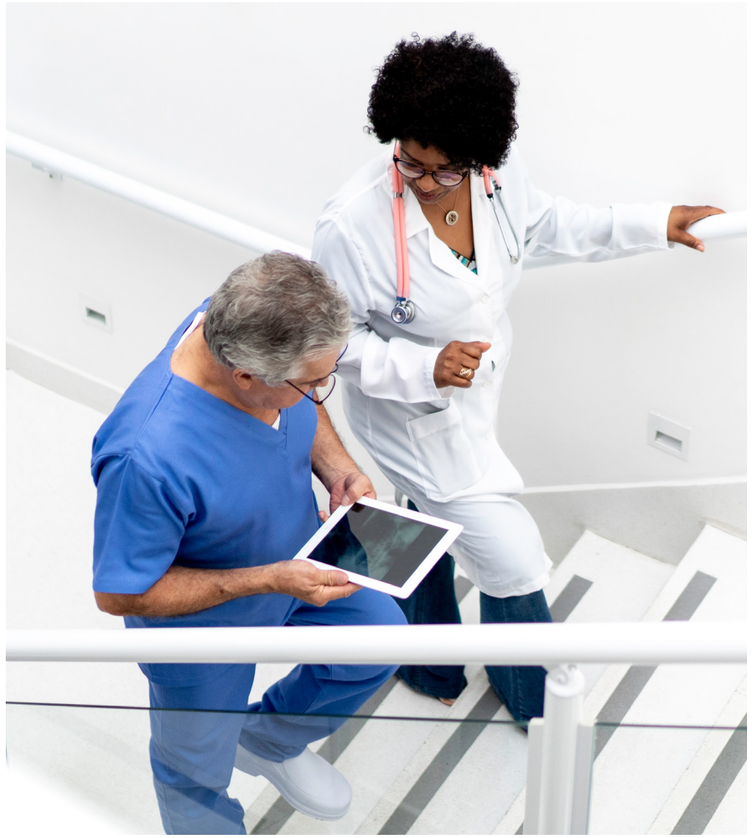
The VA is more reliant on connected health systems than ever before. As the VA begins the process of migrating to a new EHR, the threat of disruptions to patient care looms. Any disruption, whether due to bandwidth constraints, outages, or system downtime, can delay access to critical health records, interrupt diagnostics, and compromise the continuity of care.

Downtime isn’t just inconvenient—it’s dangerous.

T-Mobile provides resilient backup network options to reduce the impact of outages and improve continuity of care. Support critical failover for EHR systems, communications tools, and diagnostic platforms, allowing for upgrades and modernization of systems without risking disruptions to critical operations.

Case study

Boston Children's Hospital prepares for the future of interconnected healthcare with T-Mobile Advanced Network Solutions



At first, like the VA, Boston Children's Hospital (BCH) simply wanted to migrate its EHR platform. BCH administrators planned to upgrade the hospital's Wi-Fi network, but they quickly hit an obstacle.

Following a comprehensive audit from Pixel Health, **BCH realized that upgrading its Wi-Fi network would require heavy upfront costs, yet would still lack the reach and capacity to support the hospital's secondary goals.** If BCH wanted to ensure mobile personnel connectivity, grow its telehealth business, and expand its technology-supported workflows, all while migrating to a new EHR platform, it needed a connectivity solution that extends beyond the hospital's walls.

The 5G hybrid network provides seamless connectivity to an interconnected network of hospitals.

Following the audit, Pixel Health recommended BCH implement a 5G hybrid network along the ANS infrastructure from T-Mobile and Ingram Micro. The plan is simple: Ingram Micro supports the deployment of mobile devices, while T-Mobile provides, installs, and manages the 5G hybrid network.

Why a 5G hybrid network? In addition to the increased capacity needs of onboarding thousands of mobile devices for personnel, BCH must provide seamless connectivity to both its on-campus location and remote practitioner locations. To do this, BCH needs the breadth of a public network combined with the speed of a private network. Hello, 5G hybrid network.

Boston Children's Hospital says yes to healthcare's first 5G hybrid network.

BCH agreed, and we got to work. These are the expected results once the network is fully deployed.

- **Support migration to the new EHR platform** for all personnel, across the hospital's mobile and on-site devices.
- **Provide reliable staff communication** along hospital-wide mobility platform of 3,300 iPhones and 700 iPads.
- **Clear, predictable cost and control** following a strict OpEx model.

Like BCH, the VA is facing challenging migration to a new EHR platform. T-Mobile ANS and a 5G hybrid network can help.

AI and automation are transforming how the VA operates, but only if the network can keep pace

From predictive analytics to clinical decision support, the VA is actively investing in artificial intelligence to improve patient outcomes, reduce the burden on staff, and enhance operational efficiency. However, these technologies require digital infrastructure that can support high data volumes, low latency, and enterprise-grade security.

AI can’t function at scale without scalable connectivity.

T-Mobile Advanced Network Solutions deliver high-capacity, low-latency networks built for scaling AI and automation. T-Priority plays a critical role by safeguarding performance during times of network congestion—automatically prioritizing bandwidth for essential devices and data. This helps ensure consistent delivery of services like:

- Biometric data flow sent from wearable patient devices
- Automation of administrative tasks through AI assistants

Devices like these enhance diagnostic accuracy and operational decision-making, leading to better overall care and quality of life for veterans.

In addition to providing network segmentation for critical devices and services, T-Priority can provide device-level encryption and secure cloud integration, offering a more robust defense posture for sensitive veteran data.

The future of care for veterans, today

Many of these new technologies and services are already in use by the VA. From improving access to services for rural and underserved veterans to expanding the use of AI and automation, the future of veteran care is becoming a reality.

It's important to prepare for the challenges and opportunities that these emerging trends represent. With T-Mobile Advanced Network Solutions, you can intelligently allocate bandwidth to mission-critical services first, allowing the VA to support veterans' health without delay or degradation.

T-Mobile for Government allows the VA to confidently move into the next era of veteran care, enhancing digital equity, improving health outcomes, and future-proofing the network that connects America's heroes with the care they deserve.

To learn more about how T-Priority supports the needs of VA today and tomorrow, visit our T-Priority website.

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