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The success of the **Digital Navigator Program** reflects our team’s dedication to Serving Those Who Served. Veterans can now easily connect to their earned benefits and pursue personal or professional goals. We are thankful for the opportunity this Department of Commerce grant provided, which has already had a positive impact on the lives of veterans and their families.

David Puente
Washington Department of Veterans Affairs Director ”



Empowering Veterans with Essential Digital Tools and Connectivity

How Premier Wireless and WDVA’s Digital Navigator Program Bridged the Digital Divide for Veterans

RECOGNIZING THE CHALLENGE

Veterans often face significant barriers to digital access, which impacts their ability to connect with vital resources, such as healthcare, mental health services, and job opportunities. The WDVA identified the need to bridge this digital divide, ensuring veterans could access the online services they need to pursue personal and professional goals.

CUSTOMER:

Washington Department of Veterans Affairs (WDVA)

CHALLENGE:

Provide veterans with digital access to essential resources and benefits, alongside digital literacy support.

SOLUTION:

WDVA partnered with Premier Wireless, an elite T-Mobile partner, to provide veterans with digital access kits through the CPR³ program. These kits include a smartphone with hotspot capabilities, a Chromebook, an online help page and support line for veterans to easily connect with their earned benefits.

RESULTS:

Successfully distributed 1,230 kits across Washington, exceeding initial goals and enabling veterans to access healthcare, financial services, and employment resources.

FINDING THE RIGHT SOLUTION

The WDVA launched the Digital Navigator Program with a grant from the Department of Commerce, designed to provide veterans with devices and digital literacy training. Premier Wireless, an elite T-Mobile partner, stepped in with its CPR³ program to supply essential digital access kits. These kits included a 5G smartphone with a hotspot, a Chromebook, and T-Mobile's 5G connectivity, combined with an online help page and support line to assist veterans and their families to navigate the digital landscape effectively. WDVA's team, along with Vet Corps members and digital navigators, traveled to 38 locations statewide to distribute kits and offer one-on-one assistance with setup and usage.

LOOKING TO THE FUTURE

The WDVA is seeking additional funding to continue and expand this program, and Veterans and their families are encouraged to apply, ensuring they are on the waitlist for potential future cycles. WDVA, supported by Premier Wireless, remains committed to empowering veterans by bridging the digital divide and helping them stay connected to essential services.

ABOUT PREMIER WIRELESS:

Premier Wireless a leading provider of technology solutions designed to enhance safety, drive innovation, improve communication, and facilitate transformation; notably, our CPR³ solution stands out as a purpose-driven device specifically customized to deliver vital resources to individuals in critical situations.

For more information about Premier's technology solutions, don't hesitate to contact us at sales@pwbts.net; our dedicated team is ready to assist you.



PRODUCT

Premier Wireless' CPR³ Program provides veterans with reliable digital access to connect to benefits like healthcare, disability compensation, and job resources.

Each Digital Navigator kit included:

- Smartphone with hotspot
- Samsung Chromebook
- T-Mobile talk, text, and data service

The WDVA Digital Navigator Program, bolstered by Premier Wireless' CPR³ program, has already made a positive impact on veterans' lives, demonstrating the power of connectivity in promoting stability and opportunity. For more information or to apply when the program resumes, call 1-800-562-2308 or visit [Digital Navigator Program | WDVA \(wa.gov\)](https://www.wdva.wa.gov).

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Access to the Internet doesn't help if you aren't familiar with how to use it. The WDVA and its digital navigator program have done incredible work to connect veterans and their families to the devices and training needed to participate meaningfully in the digital world.

Mark Vasconi
Washington State Broadband Office Director

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