AT&T Business Service Guide

AT&T Business Service Guide AT&T Enhanced Push-to-Talk

Table of Contents

AT&T Enhanced Push-to-Talk ................................................................. 2
Service Description.................................................................................. 2
SD-1. General .......................................................................................... 2
SD-2. Important Information ................................................................. 3
Pricing (P) ............................................................................................... 4
P-1. Rate Table EPTT-FEA-MC: AT&T Enhanced Push-to-Talk — Monthly Charge ........... 4

AT&T Enhanced Push-to-Talk
Section Effective Date: 13-Sep-2013

AT&T Enhanced Push-to-Talk (“Enhanced PTT”) is an IP-based end-to-end communications and applications platform that provides sub-second connections, advanced features that operate on a broad portfolio of compatible smartphone and rugged phone devices, and integration with various advanced mobility applications for use on the AT&T wireless data network and compatible Internet-connected networks.

This Service Guide consists of the following sections:

- Service Description (SD)
- Pricing (P)

In addition, specified portions of the General Provisions apply.

Service Description

SD-1. General
Section Effective Date: 12-Nov-2012

Enhanced PTT subscribers can hold near-instant voice communications with individuals and groups of up to 250 designated users with compatible devices (“End Users”) on AT&T’s wireless data network and compatible Wi-Fi networks. Using the online Corporate Administrator Tool, subscribers can create lists of up to 1,000 contacts and view their contacts’ availability in real time through the use of status indicators. In addition, supervisors can override PTT calls in order to communicate time-sensitive messages to their teams.

Using the optional Integrated Dispatch feature, subscribers can view End Users’ locations on a map and record PTT communications with the administrator’s PC.

Using the optional Interoperability Feature, EPTT users can communicate with Land Mobile Radio and other external PTT networks using additional equipment, services and/or software available from third-party providers.
SD-2. Important Information

Section Effective Date:

Software: Enhanced PTT (the “Service”) consists of client software that is installed on supported devices that operate on the AT&T wireless data network and compatible Internet-connected networks. Use of the service on supported smartphones and PCs requires download and installation of the Enhanced PTT client software onto such devices. Other software on an end user’s device may impair performance. Customer and its end users must accept the EPTT End User License Agreement that may be found at www.att.com/eptteula prior to Customer’s installation and use of the Enhanced PTT software on their devices and PCs. Use of Integrated Dispatch software requires acceptance of the Integrated Dispatch End User License Agreement presented during installation. AT&T or its suppliers retain all right, title and interest, including, without limitation, all intellectual property rights, in and to all such software.

SERVICE LIMITATIONS: ENHANCED PTT IS NOT INTENDED FOR USE IN EMERGENCY OR CRITICAL COMMUNICATIONS SETTINGS, OR WHERE ENCRYPTION IS REQUIRED FOR END-TO-END DATA IN TRANSIT. Availability, security, speed, timeliness, accuracy and reliability of service are not guaranteed. If the Customer attempts to access Enhanced PTT via a custom Access Point Name (APN), through a firewall or from a network that does not meet the specified network access criteria defined at Enabling Requirements, the Service will not work. Enhanced PTT service is not compatible with traditional circuit-switched voice calls or certain other AT&T wireless services, including, without limitation, voice mail/Visual Voice Mail, AT&T Address Book, and Wireless Priority Service. The Service requires use of a supported wireless device or a Personal Computer running Windows Vista OS or higher (“PC”). Use of the Enhanced PTT client for PCs may require that the PC be connected to AT&T’s wireless network through an integrated modem/aircard or mobile hotspot device with a qualified data plan service. A list of supported devices is available at www.att.com/eptt, which is subject to change. The user interface and service performance may vary by device, and Integrated Dispatch features may not be compatible with all wireless devices.

The Service is available to Customers with a qualified AT&T business or government agreement (“Enterprise Agreement”) and their associated corporate responsibility users (“CRUs”) and individual responsibility users (“IRUs”). It may not be available for purchase in all areas, and not all service features and functionality are available on all supported devices. The Corporate Administrator Tool, Integrated Dispatch and Enhanced PTT client for PCs are only available for use with CRUs. Service performance is subject to transmission limitations and terrain, system, capacity and other limitations. The Service is not compatible with devices provisioned through the AT&T Control Center or Enterprise On Demand platforms.

Enhanced PTT is designed to work only over AT&T’s domestic wireless data network footprint and for AT&T subscribers over compatible Wi-Fi networks. Enhanced PTT is disabled while using domestic or international roaming cellular wireless networks. Wireless data coverage is not available in some areas. AT&T mobility coverage maps are available at www.att.com/business/datacoverage. Wireless data coverage is subject to transmission limitations and terrain, system, capacity and other limitations. Usage of Enhanced PTT on networks other than the AT&T wireless data network is dependent on proper configuration and quality of the network connection (see Enabling Requirements for details). AT&T is unable to provide troubleshooting or configuration assistance for third-party network connections, and may be limited in its ability to troubleshoot service problems for transmissions made using such networks. AT&T provides no customer support in this regard other than verifying connectivity to the AT&T network and the Service.
Usage: Use of the Service requires a subscription to an Enhanced PTT rate plan or qualified AT&T wireless data pay-per-use data service or data rate plan. Data service/plan requirements vary by device category. Certain AT&T data plans (e.g. MEdia Net) are not eligible. Data usage incurred in connection with the Service will not be charged against the Customer’s associated wireless data plan. All other data usage will be charged at scheduled rates.

Privacy: Use of the Service with the Integrated Dispatch feature allows End Users’ devices to be located and provided to the Customer and enables the recording and storage of audio calls. Use of the Integrated Dispatch logging capability enables certain personally identifiable information to be stored and accessible by AT&T and/or its Enhanced PTT service supplier. Customer must comply with all applicable privacy, consumer data protection laws, marketing and data best practices, and all laws that apply to collecting, accessing, storing, processing, using, disclosing and securing user data, including any obligations to notify and obtain consents of end users regarding any Customer or AT&T access to End Users’ personal information. The Service must not be used to conduct unauthorized surveillance.

AT&T provides no guarantee of coverage, compatibility or functionality with third-party Interoperability equipment or networks, and provides no customer support for these networks beyond verifying connectivity to the AT&T network and the Enhanced PTT service.

Customer must comply with AT&T’s Acceptable Use Policy (AUP) at www.att.com/aup. AT&T may terminate, suspend or limit use of Enhanced PTT if AT&T determines that Customer’s use violates the AUP. On the termination of Enhanced PTT for any reason (i) the rights granted to Customer will terminate and (ii) Customer must immediately cease all use of Enhanced PTT, including the Software.

THE SERVICE, INCLUDING THE SOFTWARE AND DEVICES USED IN CONNECTION THEREWITH, ARE PROVIDED ON AN "AS IS" BASIS. AT&T EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. SERVICE PERFORMANCE, FEATURES AND FUNCTIONALITY MAY BE UNAVAILABLE, IMPRECISE OR INACCURATE DEPENDING ON SYSTEM, ENVIRONMENTAL, NETWORK AND OTHER CONDITIONS. AT&T HAS NO DUTY TO DEFEND, INDEMNIFY, OR HOLD HARMLESS CUSTOMER FROM OR AGAINST ANY SETTLEMENTS, DAMAGES, COSTS AND OTHER AMOUNTS INCURRED BY CUSTOMER ARISING FROM THE ACTUAL OR ALLEGED INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY BASED ON THE PRODUCTS, SERVICES OR SOFTWARE FURNISHED IN CONNECTION WITH ENHANCED PTT.

Customer agrees to indemnify, defend and hold harmless AT&T and its collaborators, suppliers and licensors, and their officers, directors, agents and employees (the “Indemnified Parties”) from and against any claim, proceeding, loss, damage, fine, penalty, interest and expense (including, without limitation, fees for attorneys and other professional advisors) arising out of or in connection with Enhanced EPTT Service: (i) Customer’s access to or use of the Service; (ii) Customer’s breach of the applicable agreement for Enhanced PTT; (iii) Customer’s violation of law; (iv) Customer’s negligence or willful misconduct; or (v) Customer’s violation of the rights of a third party. Customer will promptly notify AT&T in writing of any third-party claim arising out of or in connection with Customer’s access to or use of the Service.

Pricing (P)*
• **Unlimited EPTT add-on feature** – $5.00/month
  Adds AT&T Enhanced PTT to an existing qualified AT&T wireless voice service plan. Not eligible for contract-based discounts.

• **Unlimited EPTT only plan** – $30.00/month
  Provides AT&T Enhanced Push-To-Talk calls only; no cellular voice calling services are included. On smartphone devices, requires subscription to a compatible wireless data service or plan.

• **Enhanced PTT service for mobile devices without AT&T wireless service** – $10.00/month
  Provides unlimited AT&T Enhanced PTT service on a compatible mobile device that does not have associated AT&T wireless service. Requires a compatible Internet connection.

• **Enhanced PTT Integrated Dispatch service** – $30.00/month per dispatcher
  Provides unlimited AT&T Enhanced PTT service and Integrated Dispatch functionality on a PC. Requires a compatible Internet connection.

• **Enhanced PTT PC Client service** – $30.00/month
  Provides unlimited AT&T Enhanced PTT service on a PC connected through the AT&T wireless data network or through a compatible Internet connection.

• **Enhanced PTT Interoperability service** – $30.00/month
  Provides voice bridge connection from a Customer’s AT&T Enhanced PTT users to users on other Push-To-Talk services. Requires Samsung Galaxy S3 smartphone device with a qualified data plan. Requires compatible interoperability equipment not sold by AT&T.

* All prices exclude applicable taxes, fees and surcharges.

** “Unlimited” refers to domestic usage of Enhanced PTT on the AT&T Mobility cellular network and compatible Wi-Fi networks only. Enhanced PTT usage does not count as part of the usage or data allowance under AT&T Wireless voice or data plans..