Pursuant to the terms and conditions of the Customer's Service Agreement, including and incorporating this Attachment and the rates, terms and conditions of the AT&T Work sales information, including without limitation any AT&T Work pricing brochure, as it may be modified by AT&T from time to time, AT&T will provide the AT&T Work Platform as more fully described below, to a customer who has a qualified AT&T business or government agreement ("Customer").

1. General

The AT&T Work Platform consists of AT&T Work Voice and AT&T Work Data, which provides a means to manage the costs of employee business usage and can be integrated with market leading Mobile Enterprise Management (MEM) solutions.

AT&T Work Voice can be used by subscribers to nearly all mobility service providers. AT&T Work Data enables Customers to provide a data allowance to users who are AT&T Mobility subscribers.

1.1. AT&T Work Voice

AT&T Work Voice provides voice telephone functionality via Voice over Internet Protocol (VoIP) for use on compatible devices. AT&T Work Voice provides a separate business telephone number for use on CRU and IRU devices.

1.1.1. AT&T Work Voice Features

AT&T Work Voice supports the following general features:

- Provides a separate business telephone number for use on the User's mobile device;
- The AT&T Work Management Portal (or other applicable portal) allows Customer’s administrator to manage relevant AT&T Work Voice functionality, including the ability to manage AT&T Work Voice telephone numbers for assignment to Users in the portal. AT&T Work Voice gives Users the ability to do the following:
  - Make calls to and from the PSTN;
  - Mute/unmute calls;
  - View call conversation history;
  - Receive notifications of missed calls and incoming calls;
  - See a message waiting indicator (MWI);
  - Set up a business voice mailbox with a PIN and recorded greeting;
  - Use AT&T Work business contacts to dial outgoing calls;
  - Send and receive text messages to and from the AT&T Work Voice telephone number.
  - Receive and answer an incoming AT&T Work Voice call while on an ongoing AT&T Work Voice call; Switch between two ongoing AT&T Work Voice calls.
- E911 calling is available by calling from the personal phone number associated with a User’s device, and limited 911 functionality is available from AT&T Work Voice, subject to the limitations and conditions set forth below; and
• Telecommunications Relay Service (TRS) - Access to TRS services for hearing or speech-impaired individuals is available by dialing 711. TRS permits persons with hearing or speech disabilities to use a teletypewriter (TTY) or other device to place and receive telephone calls.

1.1.2. Requirements for AT&T Work Voice

Users of AT&T Work Voice must have a compatible wireless device with (or associated with) an active wireless telephone number. Customer is responsible for ensuring that AT&T Work Voice is applied only to User device(s) that have an active wireless data services plan.

AT&T Work Voice requires and utilizes a functioning underlying data service on the User’s compatible device on at least a public 4G LTE or 3G cellular or Wi-Fi network. The data service may be provided by AT&T or another provider. AT&T Work Voice will not operate in any situation in which the underlying data service is not in service or is otherwise not functioning, or where the User’s device is not operating or is unable to obtain access to such data service. Coverage is not available in all areas and is subject to transmission, terrain, system, capacity and other limitations. Availability, security, speed, timeliness, accuracy and reliability are not guaranteed by AT&T.

Users’ devices will utilize data in connection with the use of AT&T Work Voice, including the sending and receipt of SMS and MMS messages. Use of AT&T Work Voice may significantly increase data usage under a User’s applicable wireless data plan.

AT&T Work Voice will utilize data from the User’s underlying data service plan (for subscribers of both AT&T and non-AT&T wireless services). If Customer subscribes to an AT&T Work U.S. Data Plan for a User, usage is available to the User in accordance with the requirements of the AT&T Work U.S. Data Plan data allowance (if available), as applicable. If Customer subscribes to an AT&T Work International Roaming Data Plan for a User who is an AT&T Mobility subscriber, the User (i) may not be a subscriber to personal AT&T International Roaming Data Plan and (ii) the User is responsible for all international data roaming usage outside the plan’s coverage area and all usage in excess of the monthly data allowance.

AT&T Work’s cloud-based storage will store users’ contacts list to enable name identification for incoming calls and messages.

1.1.3. Order and Disconnect

Customer may elect to add AT&T Work Voice to one or more purchased AT&T Work licenses at the rates and pursuant to the terms contained herein and the AT&T Work sales information.

Customer will assign an AT&T Work Voice telephone number to Users based on the address that each User registers with Customer’s administrator. Customer must assign a new telephone number to a User who moves to a different state.

The enablement of AT&T Work Voice capability may take seven (7) business days or longer from the time of order.

Customer is responsible for identifying the place of primary use (PPU) for each User before a User can be provisioned with AT&T Work Voice. The PPU is identified by entering the appropriate unique and U.S. Postal Service-validated Enterprise Site Name and Address for each User.
To disconnect AT&T Work Voice, Customer must submit a disconnect order in writing using AT&T’s online form, where available, or AT&T’s designated alternative procedures. Recurring charges may continue to apply for a period of 30 days from the date AT&T receives a disconnect order or until the disconnect date specified in the disconnect order, if later. Customer may delay or cancel a disconnect order, without charge, at any time prior to the disconnect date by submitting a written request using AT&T’s online form where available, or AT&T’s designated alternative procedures.

If Customer disconnects AT&T Work Voice for a User, the telephone number associated with the disconnected User’s device may be re-assigned to the AT&T Work Voice functionality of another of Customer’s Users. Customers may choose to retain a disconnected telephone number, but AT&T will continue to bill Customer for a retained telephone number, regardless of whether it is associated with a User.

1.1.4. AT&T Work Voice Licenses

Each purchased AT&T Work Voice license enables one User to download the application on multiple compatible devices personal to that User. Licenses may be used with Users that subscribe to either AT&T or non-AT&T wireless services.

1.1.5. Porting of Telephone Numbers

Subject to the provisions in this section, Customer may transfer ("port") telephone numbers (TNs) for use with AT&T Work Voice from another carrier and may request another carrier to port a TN from AT&T Work Voice. Talk to your AT&T Representative if you have any questions regarding the porting of a TN.

Customer may port TNs from another carrier for use with AT&T Work Voice, provided that the TNs to be ported in are from rate centers that overlap with AT&T’s available wireline rate centers in the area in which the number will be primarily used. There is no separate charge for the porting of TNs to AT&T for use with AT&T Work Voice. Customer must advise AT&T of its request to port existing TNs to AT&T, and AT&T will process the request as required with the other carrier.

Customer may port existing TNs assigned to Customer for use with AT&T Work Voice to another carrier if Customer’s new carrier interconnects and receives ported TNs in a rate center that overlaps AT&T’s wireline rate center with which the ported out TNs are associated. Customer should check with AT&T to see if porting is available for particular TN(s). There is no separate charge for the porting out of TNs. Customer must contact its new carrier and request that the AT&T TN(s) be ported to the new carrier, and the new carrier must process the Customer’s request.

Other restrictions that apply to the porting of a TN to AT&T Work Voice include, but are not limited to, the following:

- Some TNs, for example non-U.S. TNs, may not be ported.
- Customer must obtain the User’s written consent to port in or otherwise move his or her personal TN to a Customer-provided AT&T Work Voice account.
- Customer must advise and obtain written consent of each User who consents to port or move his or her personal TN to a Customer-provided AT&T Work Voice account of the following:
  - Moving a TN to AT&T Work Voice may change the functionality that is available with that TN. For example, call forwarding, call conferencing, and three-way calling functionality may not be available for TNs that are ported to AT&T Work
Voice. Once the process is initiated, the voicemail box and voicemail messages (both saved and un-read) previously associated with that TN will no longer be available.

- By porting or otherwise moving the User's personal TN to a Customer-provided AT&T Work Voice account, User is permanently surrendering to Customer all rights to use that TN;
- User should review the terms of his or her services account and contract associated with that TN, including but not limited to terms relating to early termination, before porting or otherwise moving the TN to Customer for use with AT&T Work Voice, because such move may result in early termination fees that are chargeable to User's account and for which the User may be responsible;
- If the User agrees to port or otherwise move his or her TN to Customer for use with AT&T Work Voice, the User must not cancel his or her personal service before requesting that the TN be ported or moved, because that requires an active TN;
- If the User is moving an AT&T mobile subscriber TN to Customer, Customer will have future billing responsibility for the TN; and
- User's prior service may be canceled automatically as part of the process.

If a telephone number associated with AT&T Work Voice is ported out to another carrier, the AT&T Work Voice functionally associated with that telephone number and associated calling services will be canceled.

### 1.1.6. Service Restrictions and Responsibilities

AT&T Work Voice may not be downloaded or used outside the United States, and may not be used to place emergency calls outside the United States.

AT&T Work Voice may be used to place and receive calls that originate and terminate in the lower 48 states and the District of Columbia of the United States and in some cases, for calls originating and/or terminating in Alaska and Hawaii (the “AT&T Work Voice Service Area”). Availability of AT&T Work Voice is subject to the availability of local service facilities and required 911 and E911 capability. AT&T sales personnel will provide information, upon request, regarding the specific geographic availability of AT&T Work Voice. If AT&T Work Voice is used to place a call from a location outside the United States to a telephone number in the United States, that call may be blocked or be subject to international data roaming usage charges on the User's personal data plan.

In addition to and without limiting Customer's indemnity obligations set forth in the Customer's Service Agreement, Customer shall defend, indemnify, and hold harmless AT&T, its Affiliates, and their respective suppliers, agents, directors, employees and officers for any and all loss, damage, liability, action, demand, action of a regulator or claims relating to or arising out of the Customer's and Users' use of AT&T Work Voice to place or receive international calls.

### 1.1.7. Prohibited Uses

AT&T Work Voice is provided primarily to transmit verbal or written dialogue between two individuals. It may not be used for (i) monitoring services; (ii) data transmissions; (iii) transmission of broadcasts; (iv) transmission of recorded material other than audio files associated with the voicemail functionality; or (v) other connections that do not consist of primarily uninterrupted live dialogue between two individuals. If AT&T
determines that Customer or a User associated with Customer is using AT&T Work Voice for other than live dialogue between two individuals or the permitted purposes above, AT&T, its licensors, and suppliers may, in its or their sole discretion, terminate AT&T Work Voice service to Customer and/or the affected User(s). In addition, if AT&T has reason to believe that a User is using AT&T Work Voice in violation of the AT&T Acceptable Use Policy found at http://www.corp.att.com/aup/ AT&T may, in its sole discretion, terminate AT&T Work Voice for that User with or without notice.

1.1.8. No High Risk Uses

AT&T Work Voice is intended for general business use only. It is not designed, manufactured, intended or recommended for use or resale in environments requiring fail-safe performance (e.g., emergency medical care, hazardous activities) in which the failure of the services could lead to death, personal injury, or severe physical or environmental damage. AT&T specifically disclaims any express or implied warranty of fitness for high risk activities or services.

1.1.9. Important Information and Limitations Regarding Emergency Calling and Messaging Services, Including 911 or E911 Services

Customer acknowledges and agrees with the terms and conditions contained below regarding the limitations on the 911 emergency dialing and messaging capabilities of AT&T Work Voice in the United States, and the distinctions between such capabilities and traditional (non-VoIP) 911 or E911 calls and messages.

This section provides important information for Customer and Users regarding the limitations on the 911 emergency dialing and messaging capabilities of AT&T Work Voice in the United States, and the distinctions between such capabilities and traditional (non-VoIP) 911 or E911 calls and messages. Included are Customer responsibilities, emergency dialing instructions, and advisories regarding the circumstances under which 911 or E911 may not be available or may in some way be limited by comparison to traditional wireline or CMRS (Commercial Mobility Radio Service) 911 services. In the US only, AT&T Work Voice provides access to 911 and to E911 in areas where E911 capability is available. 911 and E911 Service may not be available with AT&T Work Voice. Where available, 911 or E911 calls using AT&T Work Voice may be routed to the Public Service Answering Point (PSAP) entirely over AT&T-operated network facilities, or may utilize network facilities of other service providers.

Customer and Users should always have an alternate means of accessing 911 or E911 services, or other applicable emergency calling services, and such alternative means should include the ability to access 911 services, or other applicable emergency calling services, through the PSTN where technically feasible.

Customer accepts and acknowledges the limitations below, and agrees to inform all Users of these limitations. Failure by Customer to comply with its obligations under this section (including all subsections) constitutes grounds for termination of Customer’s service.

Important Information that Customer Must Provide to Users Regarding Limitations of 911 and E911 Services Available with AT&T Work Voice

Customer agrees to provide the following information to each User of AT&T Work Voice:

- Customer must inform each User that the User: (1) must register a physical address where the AT&T Work Voice service will be provided to the User (Registered Location) at the time of the User’s first access to the AT&T Work Voice application;
(2) must update the Registered Location whenever the User changes his/her physical location; and (3) is responsible for ensuring the continuous accuracy of the User’s Registered Location.

- The User must enter his/her Registered Location upon first logging into AT&T Work Voice. If the User does not enter a Registered Location, or enters an invalid address, the User will not have access to AT&T Work Voice. The Registered Location can be updated by accessing the “Location for Emergency Calls” feature from the AT&T Work Voice settings screen, under the “Account” section, or by pressing and holding the message at the bottom of the AT&T Work Voice dialer.

- The Registered Location information is used: (1) to determine to which Public Safety Answering Point (PSAP) the User’s 911 call should be routed; and (2) by the PSAP to deploy emergency services to such location.

- There may be a delay between the time that User submits a new Registered Location and the time that it can be: (1) used to route User’s 911 call to the correct PSAP or (2) delivered to an emergency call center operator with the call. The duration of such delay will vary, but typically will be less than 15 minutes from the time of Registered Location entry from the User’s device. Until the new Registered Location is updated, a User’s 911 call may not route to the correct PSAP, and the emergency operator will not have electronic access to the User’s current physical location. Under such circumstances, the User must be prepared to provide verbally the User’s current physical address to the emergency operator.

- If a 911 call is made with AT&T Work Voice, AT&T will, where technically feasible, provide the User’s Registered Location to the appropriate PSAP. If the User has not provided correct physical location information, 911 calls may be misdirected to an incorrect PSAP.

- AT&T Work Voice utilizes a digital technology called Voice over IP (VoIP) and may be provided to the User’s device over a wired broadband or Wi-Fi connection, rather than the wireless connection used by cellular telephones. Examples of the types of circumstances under which 911 service may not be available to User, or is limited in comparison with traditional 911 telephone service include, but are not limited to:
  - 9-1-1 is dialed from a location other than the User's Registered Location;
  - The User's broadband connection (wired, wireless and/or Wi-Fi) has been disrupted or impaired;
  - The User's underlying data service plan has lapsed or has been disrupted or impaired;
  - The User experiences a loss of electrical or battery power;
  - Delays have occurred in processing any updates to the User's Registered Location;
  - The User places a call to 911 using a non-native telephone number;
  - The User is required to close alert messages and/or press the “Send” or “Call” button in more than one dialer as part of the 911 call process;
  - The User is required to manually navigate from the cellular dialer to the VoIP dialer to place a VoIP 911 call;
  - The User places a call to 911 using a device not located in the United States;
911 calls may be connected to a live operator who will route the User to the emergency first responder based on location information that the User provides verbally; and

TTY/TRS Users should always dial 911 (not 711) for emergency calls, and will need to provide and update their Registered Location, as described above.

- If AT&T Work Voice is installed on a User’s device that has a cellular wireless voice service plan, and the User is in an area with access to such wireless service and needs to dial 911, the User should not use AT&T Work Voice, but instead should place the 911 call from the dial pad on the User’s device and not the dial pad in AT&T Work Voice.

- AT&T Work Voice cannot be used to make an emergency call outside the United States.

- If a User’s device is equipped with an underlying wireless voice services plan, and the User attempts to initiate a 911 call from the User’s device using AT&T Work Voice, in areas of sufficient cellular strength the call will be completed using the underlying wireless voice service on the User’s device and not AT&T Work Voice. After the User dials 9-1-1 from within the AT&T Work Voice dialer and pushes “Call”, the call will be redirected to the underlying device dialer (note: some devices require the User to agree to be re-directed by pressing “OK” when alerted by a pop-up message). The User will need to push “Call” or “Send” a second time in the device dialer to complete the 911 call. If the emergency call fails, the User should re-enter the AT&T Work Voice dialer to attempt the 911 call via VoIP (depending on the device operating system, the User may need to close the device dialer in order to re-enter the AT&T Work Voice dialer). Once the User re-enters the AT&T Work Voice dialer, the User will see a pop-up message on top of the AT&T Work Voice dialer titled “Re-Attempt Emergency Call?”, from which the User may either push “Yes” to try the emergency call again using AT&T Work Voice VoIP, or “No” to return to the AT&T Work Voice dialer.

- If (1) a User’s device dialer does not have any underlying wireless voice service (for example, if it is a Wi-Fi only device); (2) a User’s underlying wireless voice service is unavailable; or (3) a User elects “Yes” to re-attempt the emergency call using AT&T Work Voice VoIP after an initial failed emergency call: any 911 call made from the User’s device using AT&T Work Voice will be routed to the PSAP associated with the User’s current Registered Location. If the call cannot be connected to the appropriate PSAP, the call will be routed to an emergency call center operator who will attempt to collect the User’s current location information and telephone number by requesting that the User verbally provide the User’s address and call-back information. Unless a User is unable to speak when making a call to a third-party emergency call center, a User must be prepared to verbally provide both address information and call-back telephone number for use by emergency call center operators or PSAP dispatchers.

- When the AT&T Work Voice dialer is opened, the User's device will display a message warning that emergency calling may be limited as compared to traditional 911 services, and showing the User's current Registered Location.

- Users must be notified that Customer’s administrator will provide Users with notification materials regarding emergency 911 calls and AT&T Work Voice.
• Texting to 911 is not supported by AT&T Work Voice. Users should dial 911 using the native device phone dialer in the case of an emergency.

1.1.10. Emergency Calling Outside of the U.S.

Emergency calling and messaging outside of the United States is not available through AT&T Work Voice. In addition to and without limiting Customer's indemnity obligations set forth in the Customer's Service Agreement, Customer shall defend, indemnify, and hold harmless AT&T, its Affiliates, and their respective suppliers, agents, directors, employees and officers for any and all loss, damage, liability, action, demand, action of a regulator or claims relating to or arising out of the Customer's and Users' use of AT&T Work Voice to place or receive emergency calls outside the AT&T Work Voice Service Area.

1.1.11. Messaging

AT&T Work Voice includes the ability to send and receive texts using the separate AT&T Work Voice telephone number. All messages are sent from and received as SMS messages if they are less than 160 bytes in length and as MMS messages if they are greater than 160 bytes and/or contain a photo attachment. AT&T Work Voice messages can be sent to and received from any message-capable U.S.-based mobile device. AT&T Work Voice users can also send SMS-only messages to international mobile device users, but MMS messages cannot be sent to international mobile device users. Both SMS and MMS messages can be received from an international user. Messaging groups of up to 10 individuals can be created, but international users cannot be included in group messages.

All messages sent and received by AT&T Work Voice messaging Users are stored in AT&T Work's cloud-based storage and can be accessed by the Enterprise for approximately 90 days.

To obtain accessibility information about AT&T Work Voice Messaging, please call 1-888-292-7099 or visit http://att.com/work.

1.2. AT&T Work Data Plans

1.2.1. AT&T Work U.S. Data Plan

The AT&T Work U.S. Data Plan is available for use in the United States at an additional monthly per-device charge. With the AT&T Work U.S. Data Plan, Customer is able to provide a data usage allowance, at no expense to Users that have subscribed to an eligible AT&T Wireless data service plan for their personal use on their devices within the United States. If Customer chooses to provide an AT&T Work Data Plan allowance to a User, all of the User's data usage associated with the User's device will be applied first against the AT&T Work U.S. Data Plan allowance. After the AT&T Work U.S. Data Plan allowance is exhausted in a billing month, all data usage will be applied against the User's existing underlying AT&T Wireless data services plan and billed to User under the provisions of User's wireless data services plan. Any unused data usage from an AT&T Work U.S. Data Plan allowance does not roll over to a subsequent month. The AT&T Work U.S. Data Plan is available only for Users that are subscribed to eligible AT&T Wireless services plan for their device(s). The AT&T Work U.S. Data Plan may not be used outside the United States and Territories.
Pre-paid AT&T wireless data plans are not eligible for use with the AT&T Work Data Plan. Customer's AT&T sales representative can provide additional information about eligible AT&T wireless services data plans.

Customers can manage their AT&T Work U.S. Data Plan for their employees managed via the AT&T MMP.

If Customer elects to discontinue the AT&T Work U.S. Data Plan in its entirety, Customer must notify AT&T and must immediately remove the AT&T U.S. Work Data Plan, through the MMP, from each User to whom it has been assigned. Billing for AT&T U.S. Work Data Plan will continue unless Customer removes the AT&T Work U.S. Data Plan from each User.

1.2.2. AT&T Work International Data Roaming Plan

The AT&T Work International Data Roaming Plan provides an optional monthly data allowance, at an additional monthly per-User device charge, for international data usage that can be used in over 150 countries listed at http://www.att.com/globalcountries ("International Data Plan Locations") by Users: (i) who are subscribed to an eligible AT&T Wireless data service plan for their devices; and (ii) who are not subscribed to another AT&T international data plan for their devices. Customer is responsible for ensuring that the AT&T Work International Data Roaming Plan is provisioned only to Users who meet the foregoing requirements.

If Customer chooses to provide an AT&T Work International Data Roaming Plan allowance to a User, all international data usage within a billing month associated with the User's device will be applied against the monthly AT&T Work International Data Roaming Plan allowance. Once the applicable AT&T International Data Roaming Plan allowance is exhausted, an additional data charge for each MB of international data usage ("Incremental International Data Usage") will be billed to User's personal AT&T wireless services plan as overage at the rate of $0.15, $0.20 or $0.25, depending on the International Data Roaming Plan allowance that Customer has purchased for such User. After the entire AT&T Work International Data Roaming Plan allowance has been applied to a User's personal AT&T Wireless services account in a billing month, all international data roaming usage (business and personal) will be treated as Incremental International Data Usage until the next monthly AT&T Work International Data Roaming Plan allowance is applied to User's device. Any unused data usage from an AT&T Work International Data Roaming Plan allowance does not roll over to a subsequent month.

Users are additionally responsible for all charges incurred for international data usage outside the International Data Plan Locations. The overage rate is $0.15kb in Canada and $0.19kb elsewhere.

Customer agrees that, before provisioning any User with the AT&T Work International Data Roaming Plan, Customer will obtain User's consent to be billed and to pay all charges for any Incremental International Data Usage and usage outside the International Data Plan Locations that may be applied to User's personal AT&T Wireless services account. If any User refuses to pay for any such international data usage, AT&T reserves the right to recourse such unpaid charges back to Customer, and Customer agrees to pay such recourse charges in full.

The Customer's administrator will be able to track the User's estimated current level of monthly AT&T Work International Data Roaming Plan usage in AT&T’s Managed Mobility Platform (MMP).
The AT&T Work International Data Roaming Plan is administered via the MMP.

If the Customer elects to discontinue the AT&T Work International Data Roaming Plan in its entirety, Customer must immediately remove the AT&T Work International Data Roaming Plan, through MMP, from each User to whom it has been assigned. Billing for the AT&T Work International Data Roaming Plan will continue unless Customer removes the AT&T Work International Data Roaming Plan from all Users.

2. AT&T Work Voice Terms and Customer Obligations

2.1. Implementation and Training Services, and Customer Support Services

2.1.1. Training Services for AT&T Work Voice and Data

Video Training

Video training is available without additional charge to Customers who have elected to purchase AT&T Work Voice and/or AT&T Work Data, and for Customers that want to integrate a mobile device management (MDM) solution with AT&T Work. This implementation package provides training videos that can be used to learn how to manage AT&T Work on the MMP, and includes training on Voice/Data activation. Customers will be contacted via email and will be provided the AT&T Work Portal URL and log-in instructions, as well as links to training videos.

2.1.2. Customer Support Services

AT&T Work Voice and Data include the 9x5 service support provided by the AT&T MSS Managed Services Application Service Desk (ASD) organization at no additional charge. This group provides a single point of contact for Customers where requests are clarified, documented and triaged with the appropriate service owner for resolution. While multiple parties may participate in the resolution of an issue, the ASD organization retains overall ownership to help provide a consistent Customer experience.

AT&T and its suppliers will provide technical support to Customer in connection with AT&T Work Voice, as set forth in this Service Guide. AT&T does not provide technical support to Users and will not provide technical support for any non-AT&T Work applications and/or content that Customer chooses to distribute and/or use in conjunction with AT&T Work Voice. Customer shall not instruct Users to call AT&T Customer Care at 611 or any other carrier's customer care center in connection with Users’ use of AT&T Work Voice.

AT&T Work Voice Application Service Desk Support includes the following:

- Standard business hour support from 9am-5pm CT. Severity 1 (outage) events may be reported 24x7x365.
- Tier 2 technical support within U.S. from AT&T's carrier-class service desk to triage, escalate and attempt to resolve managed service issues and support requests.
- Single point of contact for Tier 2, 3 and 4 support for network interoperability with managed service platform, device and mobile applications.
- How-to (ad hoc training) and FAQ support for AT&T Work use, configuration and best practices.

This service is intended for Customers who will provide the day-to-day administration of their AT&T Work service and will utilize AT&T's Application Service Desk for triage, support and How-to/FAQ's.
The Customer has the option of purchasing extended service desk support, which includes all of the above features plus 24x7x365 Tier 2 technical support, at an incremental charge. Pricing for US Customers is based upon the number of licensed Users, as set forth in the Pricing Section below.

2.2. EULA

All Customers, as well as Users who are residents of and download the AT&T Work Voice application are subject to the terms and conditions of the End User License Agreement (EULA) found at: http://www.att.com/WorkEULA.

Users will be presented with the AT&T Work Voice EULA, and must accept such terms in order to download and use the Service. Customer is responsible for and agrees to indemnify AT&T against any loss or damages arising from or caused by its Users' failure to comply with the AT&T Work EULA.

2.3. Customer Notification Requirements

Customer is required to provide Users with notice of the following:

- That AT&T Work Voice may impact the data usage on the User's personal data wireless plan.
- That Users must have a primary wireless data plan.
- The limitations on use of 911 or E911 emergency calling with AT&T Work Voice specified in the Section entitled "Important Information and Limitations Regarding Emergency Calling Services, Including 911 or E911 Services" above.
- Applicable requirements for, and restrictions on, porting of User's personal telephone number to AT&T Work Voice prior to engaging in such porting.
- That Users may not use AT&T Work Voice outside the AT&T Work Voice Service Area.
- That the AT&T Work U.S. Data Plans only apply to usage within the United States.
- Notification to Users of any termination by Customer of a User's access to AT&T Work Voice and/or an AT&T Work U.S. Data Plan or AT&T Work International Data Roaming Plan.
- That Users of the AT&T Work International Data Roaming Plan: (i) must consent to pay for Incremental International Data Usage at the rate of $.15, $.20 or $.25 per each MB of overage usage, depending on the AT&T Work International Data Roaming allowance that Customer has purchased for the User, in any month that User exhausts his/her AT&T Work International Data Roaming allowance; and (ii) are responsible for payment of all charges incurred for international data usage outside the International Data Plan Locations.
- That any unused Incremental International Data Usage billed for User does not roll over into subsequent months.

2.4. Ownership of Intellectual Property

All rights, title and interest in and to intellectual property relating to AT&T Work and related software are owned by and shall always be owned by AT&T, its Affiliates, or AT&T's licensors, suppliers, subcontractors or vendors. The software and administrative web portal are protected by the copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. Customer's possession, access, or
use of the software and administrative web portal does not transfer any ownership rights in the same or any intellectual property rights from AT&T, its Affiliates or AT&T's licensors, suppliers, subcontractors or vendors to Customer. Except as expressly authorized in writing by AT&T, Customer will not reproduce, rent, lease, loan, sell, distribute, mirror, frame, republish, download, transmit, or create derivative works of the Service and related software, in whole or in part, by any means. Customer must not modify, decompile, reverse engineer, attempt to derive the source code or structure of, translate or otherwise change any aspect of the Service and related software, and Customer must not remove or modify and copyright or trademark notice, or other notice of ownership.

2.5. Authorized Users; Removal of Unauthorized Users

Customer agrees that Customer's administrator is authorized, subject to the terms of Customer's Service Agreement, including but not limited to the provisions herein regarding downloading and use of the Service outside the United States, to approve the downloading of AT&T Work Voice by Users. Customer is solely liable for the unauthorized activation and use of AT&T Work Voice by any User or individual.

Customer must promptly remove any unauthorized User from access to the Service and terminate AT&T Work access to the unauthorized User's mobile device. It is Customer's responsibility to terminate or reassign applicable licenses when Customer removes an unauthorized User from access to AT&T Work Voice.

2.6. Voice, Data and Messaging Rates

Voice, data and messaging usage that is outside the data allowance feature of AT&T Work Data Plan and AT&T Work Voice is subject to the applicable rates and terms of the relevant wireless carrier agreements the Customer and its Users have put in place. Use of the Service may significantly increase data and messaging usage under a User's applicable wireless plan. Any attempt to use or use of AT&T Work Voice, or the AT&T Work Data Plan outside the United States may cause Users to incur substantial international roaming charges to User's underlying wireless data services plan. Use of applications selected by Customer for access by Users may increase User's data and/or voice usage under the User's wireless plan.

2.7. Indemnification

Suppliers of mobile devices used with AT&T Work Voice Service may also require Customer and/or Users to comply with the terms and conditions imposed by the device supplier, and it is Customer's and/or Users' responsibility to enter into all necessary contracts or other arrangements with device suppliers and comply with the terms and conditions of such contracts and arrangements.

AT&T IS NOT LIABLE FOR, AN CUSTOMER SHALL INDEMNIFY, DEFEND AND HOLD AT&T, ITS AFFILIATES, AND THEIR RESPECTIVE SUPPLIERS, AGENTS, DIRECTORS, EMPLOYEES AND OFFICERS HARMLESS FROM, ANY CLAIM, LOSS OR DAMAGE ARISING OUT OF CUSTOMER'S OR USERS' FAILURE TO ENTER INTO APPROPRIATE CONTRACTS OR OTHER ARRANGEMENTS, AND/OR COMPLY WITH THE TERMS AND CONDITIONS IMPOSED BY SUCH CONTRACTS OR ARRANGEMENTS REQUIRED BY DEVICE SUPPLIERS AND OTHER THIRD-PARTIES. ANY SUCH FAILURE SHALL NOT RELIEVE CUSTOMER OF ANY CUSTOMER OBLIGATIONS UNDER THIS ATTACHMENT, OR ENTITLE CUSTOMER TO A REFUND FROM AT&T.
CUSTOMER AGREES AT ITS EXPENSE TO DEFEND AND EITHER TO SETTLE ANY THIRD-PARTY CLAIM AGAINST AT&T, ITS AFFILIATES AND ITS AND THEIR RESPECTIVE EMPLOYEES, DIRECTORS, SUBCONTRACTORS AND SUPPLIERS OR TO PAY ALL DAMAGES THAT A COURT FINALLY AWARDS AGAINST SUCH PARTIES FOR A CLAIM THAT ARISES OUT OF CUSTOMER'S, ITS AFFILIATE'S OR AN END USER'S ACCESS TO OR USE OF THE SERVICE.

2.8. Compliance with Privacy Requirements

Without limiting the generality of any section of the Customer's Service Agreement regarding the parties' respective obligations to comply with applicable law, Customer agrees to comply with all applicable privacy, consumer data and 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 Users regarding any access to Users' personal information by Customer, AT&T or AT&T's suppliers. Customer agrees to comply with the scope of any consent provide by User(s) for access to Users' personal information. Without limiting Customer's indemnity obligations set forth in the Customer's Service Agreement, Customer shall defend, indemnify, and hold harmless AT&T, its Affiliates, and their respective suppliers, agents, directors, employees and officers for any and all loss, damage, liability, action, demand, action of a regulator or claims relating to or arising out of Customer's failure or negligence in complying with this section.

2.9. Access

Use of AT&T Work Voice requires internet access. AT&T has no liability to Customer for Customer's inability to access the AT&T Work Management Portal, any other applicable portal, or the Service for reasons beyond AT&T's control. The Service may be used as a tool to configure and customize certain settings and features and perform software updates only for Compatible Devices. Improper or incomplete configuration and/or downloads performed by Customer may result in service interruptions and/or device failures. AT&T does not guarantee compliance with such customized settings and/or updates.

2.10. Registration

As a user of the AT&T Work Platform, Customer must represent itself accurately and truthfully at all times.

Customer must register for the Service, and Customer must require its Users to choose a user name and password. Customer is responsible for the robustness of, and maintaining the confidentiality of Customer (including User) password(s), and Customer is fully responsible for all activities that occur after entry of Customer (including User) password(s) and account names or numbers. Customer will notify AT&T immediately of any unauthorized use of Customer's or a User's account or any other breach of security. AT&T will not be liable for any loss that Customer or any User may incur as a result of someone else using Customer's or the User's password or account, whether with or without Customer's or User's consent or knowledge. However, Customer may be held liable for losses incurred by AT&T or any other party due to someone else using Customer's (including User's) account or password. If AT&T has reasonable ground to suspect that information provided by Customer or any User is false, inaccurate, not current or incomplete, AT&T may suspend or terminate Customer's (or any User's) account and refuse any and all current or future use of the Service or any portion thereof.
2.11. Other Restrictions

Customer and Users will not use AT&T Work Voice to: (i) pretend to be AT&T or anyone else, or spoof AT&T’s or someone else’s identity; (ii) transmit spam, bulk or unsolicited communications; (iii) forge headers or otherwise manipulate identifiers (including URLs) in order to disguise the origin of any content transmitted through the Service; (iv) collect or store personal data about others unless specifically authorized by such persons; (v) harvest or collect email addresses or other contact information of others by electronic or other means for the purposes of sending unsolicited emails or other unsolicited communications; (vi) misrepresent Customer’s or User’s affiliation with a person or entity; (vii) engage in activities that would violate any fiduciary relationship, any applicable local, state, national or international law, or any regulations having the force of law, including but not limited to attempting to compromise the security of any networked account or site, operating an illegal lottery or gambling operation, stalking, or making threats of harm; (viii) disrupt the normal flow of dialogue or otherwise act in a manner that negatively affects anyone else’s ability to use the Service; (ix) register for a user account on behalf of an individual or entity other than Customer or its authorized Users, except to the extent that Customer is authorized by a person or entity to register on such person’s or entity’s behalf; (x) upload, post, transmit, share, store or otherwise make publicly available through the Service any private information of any third-party, including, addresses, phone numbers, email addresses, Social Security numbers and credit card numbers; (xi) solicit personal information from anyone under 18 or solicit passwords or personally identifying information for commercial or unlawful purposes; or (xii) post, transmit, share store or otherwise make available any pictures or graphics other than those of persons whose image Customer or the User is authorized to post, transmit, share, store or otherwise make available.

AT&T Work Voice may not be used for fraudulent purposes. AT&T, its licensors and suppliers reserve the right to block inbound or outbound calls based upon all its or their internal fraud prevention algorithms. In the event that calls are blocked for fraud prevention reasons, AT&T, its licensors and suppliers reserve the right to discontinue AT&T Work Voice without notice, and release related numbers to the national database of available numbers. The determination of whether calls are potentially fraudulent is at AT&T’s, its licensors’ and suppliers’ sole discretion, based upon internal fraud control algorithms and other factors.

AT&T may make changes to the services, prices, technical specifications, product offerings, sales information and any other information and materials in or related to AT&T Work Voice at any time and without notice. AT&T Work is intended solely for users who are 13 years of age or older, unless the written consent of the under-13 user’s parent or legal guardian has been obtained. Any registration by, use of, or access to AT&T Work by anyone under 13 without the required parental or legal guardian consent is unauthorized, unlicensed and in violation of this Service Guide. AT&T may terminate use of or access to AT&T Work if AT&T believes that a User is under 13 years of age and the required consent has not been obtained.

2.12. Term; Reservation of Rights

For Customers executing an order in the United States, the Service is offered on a month-to-month basis. AT&T reserves the right to discontinue the Service in whole or in part and/or terminate the Service at any time without cause.
2.13. Disclaimer and Limitation of Liability

AT&T Work Voice is provided "AS IS" WITH ALL FAULTS AND WITHOUT WARRANTY OF ANY KIND. Customer also acknowledges that the Service could make changes to a User's device, the device operating system or applications that could affect its functionality, such as by deleting system or application files. TO THE FULLEST EXTENT ALLOWED BY LAW, AT&T, ITS AFFILIATES, COLLABORATORS AND SUPPLIERS HEREBY DISCLAIM ALL LIABILITY FOR DAMAGES THAT MAY BE CAUSED TO CUSTOMER, USERS OR OTHERS BY ANY SUCH TRANSMISSION, ERASURE OR DISABLEMENT OR BY ANY UNAUTHORIZED DISCLOSURE OR ALTERATION OF ANY INFORMATION.

2.14. Prohibitions on Downloading and or Use of Features Outside the United States

In no event may AT&T Work Voice, be downloaded and/or used outside the United States. The AT&T Work Data Plan and any data allowance may not be used outside the United States. The AT&T Work International Data Roaming Plan may not be provisioned to Users who are permanent residents of countries other than the United States. Customer agrees that it will not provision or permit the provisioning of the features listed in this section to permanent residents of countries other than the United States.

2.15. Order; Effective Date

Any Order for the Service that Customer's representative submits to AT&T will be binding upon Customer pursuant to the terms and conditions of Customer's Service Agreement. Customer must have a Service Agreement with a Customer Responsible User (CRU) Billing Account Number for AT&T Mobility Services. Unless otherwise agreed by the parties, the effective date of an Order for the Service is the date on which the Order is submitted to AT&T.

2.16. Parties' Obligations for Costs and Expenses; Relationship of the Parties

Each party must bear its own costs and expenses in performing pursuant to this Service Guide and Customer's Service Agreement. Each party is an independent contractor. Neither party controls the other, and neither party, nor its Affiliates, employees, agents or contractors are Affiliates, agents or contractors of the other party.

2.16.1. Headings

The table of contents, section headings and other captions in this Service Guide are for the purpose of reference only and do not limit or affect the content, meaning or interpretation of the text.

3. Glossary

As used in this Service Guide, the terms below have the following meanings:

| Glossary |
| --- | --- |
| **Term/Abbreviation** | **Definitions** |
| 911 | The traditional PSTN emergency calling service that allows a User in the U.S., by dialing the three-digit code 911, to originate an emergency call to the local public safety answering point. |
# Glossary

<table>
<thead>
<tr>
<th>Term/Abbreviation</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compatible Device</td>
<td>A wireless device that is compatible with the Service and runs a compatible operating system. The Service should be used only with Android devices and with Apple smartphones and tablets running a compatible operating system.</td>
</tr>
<tr>
<td>E911</td>
<td>Enhanced 911, which includes automatic reporting to the PSAP of the originating telephone number of a 911 call, the physical location of the caller and the capability of the PSAP to call the user back if the call is disconnected. Enhanced 911 capabilities may not be available for Wi-Fi only devices.</td>
</tr>
<tr>
<td>Personal Data</td>
<td>Data that identifies a living individual, including call detail records, geo-location information, IP addresses, web searches and other information that on its own or when reviewed in combination with other data, enables a living individual to be identified, or which relates to or can be linked to a living individual.</td>
</tr>
<tr>
<td>Service</td>
<td>AT&amp;T Work</td>
</tr>
<tr>
<td>Service Agreement</td>
<td>Customer's master agreement with AT&amp;T for the purchase of AT&amp;T products and services.</td>
</tr>
<tr>
<td>User</td>
<td>User or End User means Customer's employee or other designated user.</td>
</tr>
</tbody>
</table>

**Notes:**

- Android™ is a trademark of Google Inc.
- Apple® is a registered trademark of Apple Inc.

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4. **SERVICE DISCOUNT/CONTRIBUTION TOWARDS MAC OR MONTHLY VOLUME**

The monthly recurring charge for the Service is deemed to be a "Qualified Charge" for purposes of the Customer's Service Agreement and will be included for purposes of determining whether Customer achieves its MAC or Monthly Volume, as applicable. The Service is eligible for any applicable Service Discount described in the Customer's Service Agreement.