



# Device Enrollment Enablement Program (“DEEP”)

## Customer Instructions & Participant Request Form for Custom DEEP Offer

1. To take advantage of the Custom DEEP Offer, Customer must provide and active Google ID in order to enroll in Android zero-touch Enrollment Program (“Android ZTP”). Please note that (a) Android ZTP enrollment process may take several days to complete and (b) Google requires Customer to provide a valid Google ID for AT&T as part of the enrollment process. Please ensure this Google ID is entered correctly to reduce delays or omissions.
2. Once AT&T has enrolled Customer in Android ZTP the customer will receive a ZTP CUSTOMER ID from Google, at which point an authorized representative of Customer listed in Customer’s AT&T account profile (e.g., the primary or day-to-day contact) must:
  - A. Complete the Device Enrollment Enablement Program - Participant Request Form for Custom DEEP Offer found on page 3 of this document (the “Participant Request Form”), and
  - B. Email the completed Participant Request Form from the authorized representative’s work email using Customer’s email domain (e.g., johnsmith@xyzcompany.com) to Customer’s AT&T sales representative.

Please note the following:

- Customer’s Google ID is critical for participation in the Device Enrollment Enablement Program. Customer must attach to the completed Participant Request Form
- By providing AT&T with Google ID, Customer is authorizing AT&T to perform the Facilitation Services, as described in Customer’s agreement with AT&T regarding the Custom DEEP Offer, with respect to the FAN(s) identified on the Participant Request Form upon confirmation of Customer’s participation and completion of account setup/onboarding.

3. Timing of Device Enrollment Enablement Program participation:



- Within 3-5 business days after AT&T receives Customer’s completed Participant Request Form, Customer will either (a) receive an email confirming receipt of the form and providing an estimated onboarding date for the Device Enrollment Enablement Program, or (b) be contacted by AT&T with a request for additional information. **NOTE:** The onboarding process is on a first come, first served basis, and may take up to sixty (60) days based on volume.
- On the actual onboarding date, Customer will receive a second email confirming the Customer’s participation in the Device Enrollment Enablement Program (the “Participation Confirmation Email”).
- Within two (2) business days following the date of the Participation Confirmation Email, Customer must place a test order for Eligible Devices (as defined in Customer's agreement with AT&T regarding the Custom DEEP Offer) to enable AT&T to complete Customer's account setup/onboarding. The test order may be for no more than five (5) devices, and Customer may be required to return the test order devices if AT&T is unable to complete Customer's account setup for any reason.
- Two (2) business days following receipt of a shipment confirmation email from AT&T for the test order devices, Customer must ensure that the test order devices can be viewed and managed by Customer in Android ZTP web portal. If Customer can view and manage the test order devices in Android ZTP web portal, then the Device Enrollment Enablement Program account onboarding process is complete, and Customer may place additional device orders as needed. If, however, the test order devices cannot be viewed and managed by Customer, Customer should contact their AT&T Sales Representative as soon as possible for assistance in completing the onboarding process.



**Device Enrollment Enablement Program –  
Participant Request Form for Custom DEEP Offer**

*NOTE: This form must be completed and submitted by an individual identified in Customer’s AT&T account profile as an authorized representative of Customer (e.g., the primary or “day-to-day” contact). The form must be emailed using the authorized representative’s work email (with Customer’s email domain to Customer’s AT&T sales representative.*

|   |      |
|---|------|
| <b>Google Reseller ID for AT&amp;T</b>  | AT&T |
| <b>Customer’s Google ID (email address)</b>   |      |
| <b>Customer contact information:</b>  |      |
| <ul style="list-style-type: none"> <li>• Customer name (name of company as it appears in AT&amp;T account profile)</li> </ul>   |      |
| <ul style="list-style-type: none"> <li>• Customer address</li> </ul>  |      |
| <ul style="list-style-type: none"> <li>• Submitter’s name</li> </ul>  |      |
| <ul style="list-style-type: none"> <li>• Submitter’s work email address</li> </ul>  |      |
| <ul style="list-style-type: none"> <li>• Submitter’s work telephone</li> </ul>  |      |
| <b>Customer’s 8-digit Corporate Responsibility User Foundation Account Number(s) (“CRU FAN”)* to be associated to the ZTP CUSTOMER ID for purposes of the Custom DEEP Offer:</b>  |      |
| <b>Optional: With respect to the CRU FAN(s) designated above, are you also requesting to enroll eligible devices purchased from AT&amp;T during the 24 months prior to successful Program enrollment? (yes or no)</b>   |      |
| <p><i>* Individual Responsibility User FANs are not eligible. Participation in the Device Enrollment Enablement Program means that ALL billing account numbers, without exception, under each CRU FAN above will be included in the Device Enrollment Enablement Program.</i></p> |      |