

# AT&T Home Office Connectivity Terms and Conditions

The broadband internet access service is [AT&T High Speed Internet-Enterprise \(HSIA-E\)](#) where available. If HSIA-E is not available, the service is [AT&T Wireless Broadband](#).

**AT&T HIGH SPEED INTERNET-ENTERPRISE TERMS AND CONDITIONS:** AT&T High Speed Internet-Enterprise (HSIA-E) is a broadband internet access service provided on AT&T owned fiber and copper facilities within a twenty-one state footprint. HSIA-E provides asymmetric and symmetric access speeds up to 1 Gbps. The Service is composed of an internet access line (Service Component) and AT&T Equipment. AT&T owns the Equipment and will replace it if necessary. Service availability depends on site address and is subject to change. HSIA-E Service requires a professional installation. Professional installation includes the delivery of the AT&T Equipment along with any necessary filters, splitters, jacks or basic wiring. AT&T will make commercially reasonable efforts to provision HSIA-E. However, provisioning of Service is contingent upon the availability of local access to Customer's location. Customer understands that the actual bandwidth delivered is not determined until the time of service installation. In the event of trouble with the Service, Customer is responsible for reporting the trouble and participating in on-site cooperative testing with AT&T HSIA-E Customer Care to assist in the diagnosis of the trouble. The HSIA-E Minimum Payment Period per Service Component is 12 months. In the event Customer terminates the Service before the minimum payment period requirement, Customer is responsible for paying early termination charges in accordance with the Customer's Service Agreement. Multiple internet connections, unless protected by an internet security product or service, may significantly decrease Customer's overall network security level. AT&T maintains a comprehensive Privacy Policy that applies to uses of AT&T's products and services, as well as the use of its website. AT&T's Privacy Policy is available at [https://about.att.com/csr/home/privacy/full\\_privacy\\_policy.html](https://about.att.com/csr/home/privacy/full_privacy_policy.html). Please refer to the AT&T High Speed Internet – Enterprise Business Service Guide at [http://serviceguidenew.att.com/sg\\_flashPlayerPage/DSL](http://serviceguidenew.att.com/sg_flashPlayerPage/DSL) for a full-service description including terms and conditions.

**AT&T WIRELESS BROADBAND SERVICE RESTRICTIONS:** AT&T Wireless Broadband does not permit access to all internet end points or services. Plans are limited to use with business applications, including business video applications such as Skype, WebEx, Zoom, Facebook and YouTube. Plans may not be used for entertainment

video streaming, audio streaming, web hosting, public/guest Wi-Fi, and other prohibited uses set forth in the Business Agreement. Specifically, users cannot access entertainment and other non-business websites that offer (a) video streaming entertainment services, including, without limitation, AT&T TV, AT&T TV Now, Amazon Prime Video, Disney+, HBO, HBO Max, Hulu, Netflix, and (b) audio streaming entertainment services, including, without limitation, Amazon Music, Apple Music, Pandora, Spotify, Tidal, and Soundcloud.

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