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AT&T Enhanced Push-to-Talk

Section Effective Date: 19-Mar-2018

AT&T Enhanced Push-To-Talk (EPTT) is a next generation Push-to-Talk (PTT) service that provides virtually instant voice communications, situational awareness capabilities, highly secure messaging, location features, and features based on industry standards for Mission Critical Push to Talk (MCPTT) such as emergency calling over 3G, 4G, 4G LTE and Wi-Fi. EPTT provides walkie-talkie-like communications and advanced features that operate on a broad portfolio of compatible smartphone and rugged phone devices and integrate 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, General Provisions apply.

Service Description

SD-1. General

Section Effective Date: 19-Mar-2018

AT&T EPTT is an IP-based end-to-end communications and applications platform that offers fast performance, sub-second call setup, advanced features, and a broad portfolio of smartphone, tablet, and rugged phone on compatible wireless data and Wi-Fi Networks.

The AT&T EPTT application is a FIPS 140-2 compliant software application that operates on compatible devices and it is offered to customers in two tiers: AT&T EPTT Standard and AT&T EPTT Advanced. Each tier's capabilities and the mobile application can be configured using either the Basic or LMR user-interface versions on a user-by-user basis.

The Basic version is an intuitive user interface that features one to one or group calling, alerts, multimedia messages, location tracking, talkgroup scanning, presence indicators and history information. The LMR version mirrors the operation of a traditional two-way radio with pre-defined talk groups and an all-in-one interface and supports Customers migrating from two-way radio.

Via the Corporate Administration Tool (CAT) the Corporate Administrator assigns the user interface mode (version) to each user. Users will see a notification if their version is changed.

AT&T Enhanced Push-to-Talk is available in two feature packages (Standard and Advanced) that allow Customers to:

- Communicate almost instantly with groups of up to 250 users with the push of a button.
- See which talkgroup members are available using real-time presence status indicators.
- Allow certain talkgroup members to make high-priority one-way calls - typically used for making important announcements to large groups.
- Use One Touch Calling to reach a contact or talkgroup with a push of a button - even when their devices are locked. Available on selected devices.

- Give higher priority to selected talkgroups, whose calls take precedence over lower priority talkgroup calls.
- Assign up to 96 talkgroup channels using the EPTT LMR version.
- Manage resources and workers in the field. Users can share their location data with groups and contacts, and supervisors can track the locations of group members and establish geo-fencing to manage users' movements in and out of a work site.
- Send a voice message to another EPTT contact asking for a callback.
- Transmit highly secure texts, images, video, files, location data and voice recordings to both groups and contacts.
- Communicate with Land Mobile Radio (LMR) and other external PTT networks through the optional Interoperability feature.
- Consolidate critical mobile workflow elements on a single communications platform, including dispatch, fleet management, GPS tracking, ticketing, field force automation, work order management, inventory and asset management, mobile forms, and mobile resource management.
- Consolidate multiple functions (PTT, e-mail, cellular calls, GPS mapping and directions, mobile forms/work orders, Point of Sale, in-house applications and more) on a single smart device (some functions must be purchased separately).
- Use safety features for CRU devices, such as emergency calling, user check and monitor, and user enable and disable, which are managed by an administrator using the Corporate Administrative Tool (CAT).

AT&T Enhanced Push to Talk is available in two feature packages called AT&T EPTT Standard and AT&T EPTT Advanced, which offer the following features.

SD-1.1. AT&T EPTT Standard Features

The features of AT&T EPTT Standard are:

SD-1.1.1. Push to Talk Calling

AT&T EPTT Standard delivers almost instant voice communication with groups up to 250 people or an individual with the push of a button and supports:

- Presence services – provide real-time presence status indicators (available, unavailable, and do not disturb).
- Alerts – provide the convenience of a quick alert for requesting a call back or displaying a missed call.
- Background Call Mode – allows the user to hear incoming EPTT calls while the EPTT application remains in the background.
- Broadcast Calling – initiates a preemptive one-way call to a large group of users at the same time.
- One Touch Calling – allows an EPTT user to call a particular contact or talkgroup or most recent history entry when the PTT button is pressed or allows the PTT button to be assigned to open the application to the preferred landing page (History, Contacts, Groups,

Favorite Contacts, or Favorite Groups). One Touch Calling is available on selected devices.

- History – provides EPTT call and message history.
- EPTT Voice Message Fallback – allows an EPTT call to be converted into a voice message if the called party is unavailable.
- Silent Mode Behavior (Privacy Mode) – provides alerting behaviors while the device is in silent mode, which can be controlled through the EPTT Privacy Mode setting.
- Supervisory Override (Talker Priority) – allows selected talkgroup members to place a PTT call and speak at any time during a call, even if the target callers are on an active PTT call.
- Talkgroup Scanning with Priority – allows an EPTT user to select up to 16 talkgroups for monitoring, with three that can be set as prioritized groups.
- Wi-Fi Support – allows the EPTT application to have access through Wi-Fi access points connected to the Internet.

SD-1.1.2. Fallback Voice Message

Section Effective Date: 01-Feb-2018

EPTT can send a real-time recorded EPTT voice message to a contact or group when the recipient(s) are not able to receive an EPTT call because of network coverage issues, availability status or being busy on another call. If all the members of a group are unavailable, the EPTT application can send a recorded voice message to all group members. Voice message fallback does not apply when at least one of the members receives the call. If an EPTT message fails, it falls backs to an EPTT Voice Message that is delivered to end users when they become available

SD-1.1.3. Integrated Secure Messaging

Section Effective Date: 01-Feb-2018

EPTT enables Customers to send highly secure messages to other EPTT subscribers, including text, multimedia and location information to a group or to individuals in the EPTT system. Text messages may consist of text up to 2000 bytes or a UTF-8 encoded text message of up to 500 characters. Text messages can be free-form or selected from a list of pre-configured messages. The Corporate Administration Tool (CAT) can define up to 10 configurable messages. Multimedia messaging content includes pictures, video, and recorded voice as an attachment, using one of the supported content formats. The EPTT application automatically compresses the image, video, and voice messages attachment. Supported formats include: Image files, JPEG & PNG. GIF files, GIF 87a, GIF 89a and animated GIF 89a.Video files, H.263, H.264, MPEG-4. Audio files, AAC, MP3, and AMR-NB. Voice messages can be pre-recorded (audio clips), or the EPTT client application can record and send a voice message or voice note. In addition, EPTT also can share location information with other EPTT groups or individual users. A user can send location information as an attachment to other users. Location information is provided by the device's OS and the user can enter an address, search for a specific place, or drop a pin on a location to share. The received location is displayed in the EPTT client application's map interface.

Messages can be sent to unavailable users such as offline users or temporarily unreachable users. The time-to-live (TTL) period during which notifications may be sent is configurable for up to 7 days. Messages are discarded after the TTL window expires and will not be delivered to users even if they become available later. Attachment downloads are allowed for a configurable period of up to 30 days. .

SD-1.1.4. Location Tracking

Section Effective Date: 01-Feb-2018

Location tracking allows an EPTT supervisor and the dispatcher of any talkgroup to check the current location of all talkgroup members on a map, to create a boundary (Geofence) for a talkgroup, and to receive notifications when members enter or leave the boundary. Only one supervisor in a talkgroup is allowed to have location permissions.

Geolocation capabilities enable supervisors and dispatchers to check the geographic location of all talkgroup members on maps. Supervisors can be assigned to a pre-arranged talkgroup and can be enabled to view location information using the CAT. Once a supervisor is assigned to a pre-arranged talkgroup and enabled for location information, the supervisor identifies the talkgroup with a distinct icon. Upon selecting the location-enabled talkgroup, all the talkgroup members' current locations are updated on the supervisor's map. The supervisor can also refresh maps to request the latest location of talkgroup members. All the talkgroup members are displayed on the map with the members' presence statuses.

Supervisors and dispatchers can initiate an EPTT call from within the map window by selecting the talkgroup member location marker. They are also allowed to define a virtual boundary (a Geofence) to monitor the location of all talkgroup members. Geofences for a talkgroup can be created by a single EPTT supervisor and up to 25 dispatchers. A Geofence is circular in shape, and it is set using a distance from the fence center. Geofences can be static or follow me. A static fence is one with a fixed location on the map as the fence center and is typically used by a dispatcher. A follow me fence uses the supervisors' personal locations as the center, and the fence follows them as they move. Once the fence is defined and enabled, supervisors and dispatchers will see the fence overlaid on the map with all the talkgroup members' locations. When any talkgroup member enters or leaves the fence, a fence cross notification is sent to that talkgroup member as well as the supervisor and dispatcher.

SD-1.2. AT&T EPTT Advanced Features

In addition to all the features of AT&T EPTT Standard, AT&T EPTT Advanced includes:

SD-1.2.1. EPTT Emergency Calling

An EPTT user can declare an emergency state using the EPTT application on-screen or the dedicated emergency hard-key on certified devices. When the feature is enabled by an administrator via the CAT, the EPTT platform prioritizes these EPTT calls over all other EPTT calls. The emergency state can only be cancelled by the originator, a supervisor or authorized dispatcher.

SD-1.2.2. User Awareness Features

The following features are available for use with CRUs only. These features are managed by an administrator who is authorized by the Customer through the use of the Corporate Administrative Tool (CAT).

- User Check – enables an authorized user to check an EPTT user's battery level, signal strength (Wi-Fi and cellular) and current location if allowed by the device's operating system.
- User Disable - enables an authorized user to remotely disable EPTT for a specific device. This disables the device from accessing EPTT and secured messaging.

- User Enable - enables an authorized user to remotely enable a user's previously disabled device, granting back access to EPTT and secure messaging.

SD-1.2.3. Additional Features

Charges for AT&T EPTT Advanced include AT&T Dynamic Traffic Management and the monthly reoccurring charges for Land Mobile Radio Interoperability described below. The non-reoccurring charges for LMR Interoperability are billed separately.

SD-1.3. Administration

The following sections describe the administrative functionality available for the EPTT system.

SD-1.3.1. Corporate Administration Tool (CAT)

Section Effective Date: 01-Feb-2018

The AT&T EPTT CAT can be used to manage a Customer's contacts talkgroups and to designate roles to specific talkgroup members that enable them to use EPTT situational and user awareness capabilities. When an Customer authorized administrator makes changes to users' profiles, these are automatically pushed to the affected devices.

The features of the CAT include:

- Subscriber Profile Management - allows Customer authorized administrators to manage subscribers' profiles, such as name and subscription type.
- Contacts Management- allows an administrator to manage subscribers' contacts.
- Contacts Management - allows an administrator to manage user sets.
- Talkgroup Management allows an administrator to manage talkgroups, including the ability to interrupt talkgroup conversations. There are three types of groups that can be managed: standard, dispatch, and broadcast groups.
- External Contacts Management - allows an administrator to add subscribers who are outside the Customer's organization.
- Interoperability Connections Management - supports communications between EPTT and LMR systems.

SD-1.4. Integrated Dispatch Console (IDC)

Section Effective Date: 01-Feb-2018

The optional Integrated Dispatch Console feature is a Windows® based application that enables administrators and supervisors to manage daily dispatch operations. The CAT administrator is responsible for on-boarding the authorized Dispatcher and creating the necessary Dispatch talkgroups.

The features of IDC enable a Dispatcher to:

- Establish a one-to-one call or send and receive an Instant Personal Alert (IPA) to or from a user. Dispatchers can send and receive alerts to and from talkgroup members as a request to call back.
- Start or end a PTT call, record a conversation, and see the speaker's identity.
- Locate talkgroup members on the map, either individually or as a talkgroup.

- Text and share multimedia content (i.e., audios, files, images and videos) with talkgroup members.
- Allow a designated broadcaster to make high-priority one-way calls, typically used for making important announcements.
- See a map showing the locations of talkgroup members in the field and make PTT calls, send messages or send alerts to those talkgroup members directly from the map.
- Assign a virtual boundary (Geofence) to a talkgroup on the map. When a Geofence is applied to a talkgroup, a notification is sent to the Dispatcher and other fleet members whenever a talkgroup member crosses the fence's boundary.

SD-1.5. LMR Interoperability

Section Effective Date: 01-Feb-2018

EPTT interoperates with two-way Land Mobile Radio (LMR) systems, allowing group communications between the LMR and EPTT systems. The interoperability solution creates a "talk-path" that connects the two systems and manages the calls between the networks. IP Interoperability with traditional LMR systems can be delivered through various combinations of customer premise equipment and AT&T networking support.

These alternatives support the interface and translation modules that convert LMR voice and signaling into EPTT voice and signaling. AT&T has certified the standard radio interface defined by P25 systems standards Console Subsystem Interface or CSSI, ISSI and the "non-standard" Radio over IP interface (RoIP). Customers are responsible for purchase of additional third-party equipment to complete the solution, which may include Console and console related equipment and software licenses from console manufactures that support the CSSI interface to the AT&T EPTT system; Inter-Subsystem Interface and gateway hardware and software licenses from equipment manufacturers; Radio over IP gateways equipment and software licenses; Secure IP connectivity between the Customer's location(s) and AT&T data centers; and IP routing equipment as needed.

SD-1.5.1. Enhanced PTT Interoperability MPLS VPN Backhaul (Optional)

Section Effective Date: 19-Mar-2018

This optional managed service provides a private connection for voice traffic between a Land Mobile Radio system and the EPTT system. Customers must obtain access between each Customer Site and an AT&T point-of-presence (POP) using clear channel digital dedicated access facilities Customer obtains from AT&T or another provider. The Service enforces traffic separation among customers in accordance with the RFC2547 standard. A unique virtual routing and forwarding table is assigned to each Customer VPN. Traffic separation is provided without the need for tunneling or encryption through a combination of Border Gateway Protocol routing and MPLS label forwarding. VPN participation depends upon logical or physical ports entering the VPN, where (i) a unique route distinguisher (RD) is assigned to each Customer route that makes it unique within the MPLS backbone and (ii) a unique route target (RT) is assigned so that each route is placed into the correct Customer virtual routing and forwarding table. A packet received by the AT&T Network is associated with a Customer's VPN, and a forwarding table associated with the particular VPN is used to determine a set of possible egress interfaces within the Customer's VPN. The service components include: 10 MB MPLS Ports and 10 MB Ethernet Access and Equipment Management.

SD-1.5.1.1. 10 MB MPLS Ports and 10 MB Ethernet Access

Section Effective Date: 19-Mar-2018

The MPLS Ports and Ethernet access provide the connection between a Customer's IP network and the AT&T Network. Each MPLS Port at a Customer Site, wherever located, requires a new access line or access channel, and any replacement MPLS Port will require disconnection of the existing MPLS Port and access line or access channel and installation of a new access line or access channel. In both cases, disconnect and installation/activation charges applicable to such access arrangements will apply.

SD-1.6. Equipment Management

Section Effective Date: 19-Mar-2018

AT&T will manage the AT&T-owned routers, channel service units (CSUs) and other equipment (collectively "Equipment") installed on Customer's premises. AT&T will configure, monitor, manage and maintain the Equipment located at the Customer Site. The management demarcation point is the LAN interface card on the router at the Customer's Site. Logical configurations or other router management commands employed by AT&T with managed Equipment are confidential AT&T Information and the sole and exclusive property of AT&T. Upon termination of service or disconnection or termination of a site, Customer shall have no right to use, or ownership interest in, the logical configurations or other router management commands present or loaded on the AT&T Equipment. Upon termination of Service or disconnection or termination of a Site, (i) Customer shall return all AT&T-owned Equipment in the same condition as it was provided, reasonable wear and tear excepted; and (ii) any managed Customer-owned Equipment shall be made available to AT&T upon AT&T's reasonable request to allow removal of all AT&T confidential Information, including logical configurations and router management commands.

SD-1.6.1. Initial Installation

Section Effective Date: 19-Mar-2018

AT&T will provide the initial installation of managed Equipment at Customer's sites. AT&T will coordinate procurement of AT&T-owned hardware; provide staging, delivery, installation, configuration, and testing of such hardware and software (Including Customer-owned managed router equipment) upon validation by AT&T of compliance with its requirements; and test the end-to-end connection. In addition, AT&T will send a representative onsite to test and turn up the managed router.

SD-1.6.2. Life Cycle Maintenance

Section Effective Date: 19-Mar-2018

AT&T will provide life-cycle maintenance and diagnostic monitoring of managed AT&T Equipment. AT&T will provide proactive 7-days-per-week, 24-hours-per-day (7 x 24) diagnostic monitoring of service components; help desk support; coordination, as appropriate, with the local carrier or the hardware or software vendor in the event of a disruption or a degradation of service performance, or in connection with AT&T's ongoing capacity management; ongoing proactive software maintenance updates to the AT&T-owned Equipment in accordance with AT&T's maintenance schedule; and problem management, including logging, tracking and escalating reported problems based on severity levels, as well as dispatch of and problem diagnosis by local carrier or hardware maintenance personnel.

SD-1.6.3. Customer Responsibilities

Section Effective Date: 19-Mar-2018

To qualify for Equipment Management support from AT&T, Customer must:

- Designate a Central Point of Contact (CPOC) for project and lifecycle activities.
- Designate a Site Contact and detailed address information for site access and Equipment delivery at each site.
- Order, coordinate, provision, and pay all charges for a dedicated analog line at a site where a wireless out-of-band modem is not available or where the wireless signal strength cannot be verified. The analog line may not be provisioned using a private branch exchange, and a non-dedicated (borrowed) analog line may be used only where (i) it is readily accessible to the Equipment; (ii) it can be connected when needed and/or upon request and (iii) it remains connected for the duration of the outage, trouble resolution, installation or logical change activity.

Failure to provide a dedicated line may result in delays and limit proactive monitoring. Customer is solely responsible for connecting a borrowed line and calling in the trouble when there is a loss of service. Use of a borrowed line will not affect the Resolution Objectives, however the time for measuring those objectives will not begin until (i) the borrowed line is connected, (ii) AT&T has been advised by Customer that it is available, and (iii) AT&T has tested the line and found it is working.

SD-1.7. SNMP Read-Only Access

Section Effective Date: 19-Mar-2018

Customer may request Simple Network Management Protocol ("SNMP") Access, under which AT&T grants Customer read-only access ("ROA") to the edge routers at Customer sites. AT&T will provide Customer distinct SNMP community strings for Customer to access select Management Information Bases ("MIBs") in the edge router via Customer's network management system(s). The edge router will be access-list protected and limits SNMP Access to no more than two Customer network management servers. Customer must provide AT&T the IP address(es) of up to three (3) of the Customer network management server(s) that are configured for SNMP ROA. If Customer elects to implement SNMP ROA, Customer is solely responsible for software and hardware issues related to Customer's network management servers. Customer acknowledges that overuse of SNMP Access may place excessive demands on the Customer edge router's processor or other components, which may impair performance of the Service. AT&T is not responsible for any performance failures caused by Customer's SNMP ROA activities.

SD-1.8. Basic Inside Wire

Section Effective Date: 19-Mar-2018

Basic Inside Wire ("BIWi") is available solely in support of a new installation to connect AT&T managed Equipment to the interface point where the local access circuit terminates. Availability of BIWi will be determined by AT&T based upon a review of information supplied by Customer in the Site survey. BIWi is not available to support a move at an existing site, to implement a demarcation extension, or to support wiring for other features (e.g., ISDN backup, out-of-band management analog lines). BIWi is available only at sites located in the 48 contiguous United States where the local access demarcation point is located inside the same physical premises as the AT&T managed Equipment. BIWi provides up to 300 feet of Category 5 (CAT5) cable that supports access speeds of Fractional T1, T1 and NXT1, as well as twisted pair cabling for

Ethernet extensions, cable, and jacks. BIWi provides termination and labels at both ends of the installed cable at the installed jacks as well as continuity testing. BIWi provides installation of all necessary cable at the site on a single floor, including as necessary, cable pull (a) through the support structure of a suspended ceiling if that ceiling does not exceed a height of twelve (12) feet; (b) through the interior portion of a wall, if no holes are required to be drilled in order to pull through the cables, or (c) through empty (or pull string equipped) conduit existing at the site. BIWi does not include: core drilling, fire-stopping, installation of surface raceway or conduit, or use of mechanical lifts or scaffolding, cable runs that exceed three hundred (300) feet from the local access demarcation point, removal and/or replacement of interlocking ceiling tiles, or installing or painting of backboards.

There is no charge for BIWi. AT&T will transfer title to any cable or wire installed (and any associated equipment installed with the cable or wire) to Customer upon completion and turnover of the inside wire. Customer is responsible for all maintenance, repair, replacement and moves of all inside wiring after completion of continuity testing by AT&T. BIWi is not available at sites where Customer has elected to perform self-installation.

SD-1.9. Withdrawal of Service or a Service Component

Section Effective Date: 19-Mar-2018

AT&T may discontinue providing service upon 12 months' notice, or discontinue a service component upon 120 days' notice, but only where AT&T generally discontinues providing the service or service component to similarly-situated Customers.

SD-1.10. Service Restoration

Section Effective Date: 19-Mar-2018

AT&T will provide trouble resolution, repair and restoration. Support is provided remotely or by technician dispatch. The length of time to restore Service ("Resolution Objective") depends on the specific nature of the event impacting the service. Standard intervals for time to restore the service are set forth in the table below. The intervals shown are provided for planning purposes only.

Standard Intervals for Time to Restore	
Event Type	**Resolution Objective**
Failures that do not require a technical dispatch in the contiguous 48 states	4 hours
Failures that do not require a technical dispatch in Alaska, Hawaii and US territories	8 hours
Failures requiring a technical dispatch in the contiguous 48 states	8 hours
Failures requiring a technical dispatch in Alaska, Hawaii and US territories	16 hours

SD-1.10.1. Problem Severity Code Definitions

Section Effective Date: 19-Mar-2018

Customer defines the severity of a problem when a call is placed to AT&T. The following definitions are provided as guidance to assist the Customer to appropriately assign the severity of a problem.

Severity of a Problem	
Severity	**Definitions**
Critical	Critical problem that stops Customer from functioning. The network, service or product is unusable and Customer is completely out of service.
Major	Major problem with severe impact on Customer business, but does not stop it from functioning. The network, service or product is interrupted or severely degraded and Customer is not able to work at expected levels of performance and productivity. Also used for Severity 1 problems with a 100% bypass but awaiting final resolution.
Minor	Minor problem that does not seriously affect service or network availability or functionality used in Customer business.
Informational	No problem. Customer business is not impacted. There is no significant impact to the user. Incident may be a request for service information or a suggestion.

SD-2. AT&T Dynamic Traffic Management

Section Effective Date: 19-Mar-2018

AT&T Dynamic Traffic Management is offered in two versions: AT&T Dynamic Traffic Management - Enterprise and AT&T Dynamic Traffic Management - Public Safety.

Enhanced PTT subscribers may also receive or subscribe to AT&T Dynamic Traffic Management, which uses Quality of Service ("QoS") network technology to enable qualified business and government Customers to receive a differentiated (i.e., enhanced versus "best effort") 4G LTE network experience for qualified business application data traffic originated on and traversing over the AT&T-owned domestic 4G LTE network (i.e., excluding microcells, AT&T Wi-Fi service, and roaming partners' networks). An enhanced, or higher, QoS is particularly valuable during times of network congestion. AT&T Dynamic Traffic Management is available only for use with Customer's qualified business applications that are used solely in connection with the transmission of Customer's data to and from its authorized CRU lines' 4G LTE-AT&T Dynamic Traffic Management enabled Equipment, including routers, determined solely by AT&T (each, a "Business Application"). Business Applications may include, without limitation, video calling/conferencing, push-to-talk (including AT&T Enhanced PTT), dispatch, logistics, command

and control, telematics, and monitoring applications used by Customer's authorized CRU lines. Customer understands and agrees that AT&T Dynamic Traffic Management may not be used with applications primarily intended for use by consumers, including but not limited to, (a) mobile video transmission applications, (b) applications that transmit data to and from the internet. AT&T Dynamic Traffic Management is available only to a Customer's Corporate Responsibility Users ("CRUs") and only within the Domestic Coverage Area (i.e., U.S., Puerto Rico and U.S. Virgin Islands) and only for AT&T Enhanced PTT traffic originated on and traversing over the AT&T-owned 4G LTE network, excluding microcells, MetroCells, AT&T Wi-Fi service and roaming partners' networks. When Customers subscribe to AT&T Dynamic Traffic Management, data usage from enabled devices is separately tracked and billed.

When statistically significant and reliable data are available, AT&T shall provide monthly summary reporting on various network performance metrics designed to help Customer compare the measured performance of its qualified CRU lines provisioned with AT&T Dynamic Traffic Management to the estimated "best efforts" performance for data traffic over the domestic AT&T 4G LTE network. These reports can be used to assist Customer in evaluating the benefits of AT&T Dynamic Traffic Management. The performance reports will be made available electronically to Customer via the AT&T Premier web portal (or, if applicable, the AT&T Enterprise on Demand ("EOD") web portal) through which Customer and its authorized representatives place orders and manage Customer's wireless account(s) in accordance with the terms and conditions of the Agreement, including without limitation the AT&T Premier Attachment (or, if applicable, the EOD Attachment). Reports will be made available no earlier than 45 days after the end of each month and no later than the time AT&T reasonably requires to compile the report. Customer understands that AT&T's wireless network is evolving and that technology changes may impact the descriptions of the Network Metrics (i.e., the measurement calculations). Accordingly, AT&T reserves the right to modify and/or discontinue the AT&T Dynamic Traffic Management performance reporting at any time, for any reason, upon notice to Customer. Notwithstanding the Confidentiality provision otherwise applicable between Customer and AT&T, Customer acknowledges and agrees that the Network Metrics and the performance reports to be provided pursuant to this Attachment constitute AT&T's highly sensitive, confidential and proprietary network information (the "AT&T Confidential Information"). Accordingly, Customer shall, for a period of three (3) years following its disclosure to Customer: (a) hold the AT&T Confidential Information in confidence; (b) use the AT&T Confidential Information only for purposes of this paragraph; and (c) not disclose the AT&T Confidential Information to third-parties without AT&T's prior written consent, except that Customer may disclose the AT&T Confidential Information (i) to its employees, agents and contractors having a need-to-know (but only if such agents and contractors are not direct competitors of AT&T and agree in writing to use and disclosure restrictions as restrictive as this paragraph); or (ii) to the extent authorized to be revealed by law, government authority or legal process (but only if such disclosure is limited to that which is so authorized and prompt notice if provided to AT&T to the extent practicable and not prohibited by law, government authority or legal process). CUSTOMER ACKNOWLEDGES AND AGREES THAT ANY BREACH OR THREATENED BREACH OF THIS PARAGRAPH IS LIKELY TO CAUSE AT&T IRREPARABLE HARM FOR WHICH DIRECT MONEY DAMAGES MAY NOT BE SUFFICIENT OR APPROPRIATE. CUSTOMER THEREFORE AGREES THAT THE LIMITATION OF LIABILITY REGARDING INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, RELIANCE, AND SPECIAL DAMAGES CONTAINED IN THE GENERAL TERMS AND CONDITIONS PORTION OF THE AGREEMENT DOES NOT APPLY TO ANY BREACH OF THIS PARAGRAPH BY CUSTOMER. IN ADDITION, AT&T IS ENTITLED TO RECEIVE INJUNCTIVE OR OTHER EQUITABLE RELIEF TO REMEDY OR PREVENT ANY BREACH OR THREATENED BREACH OF THE OBLIGATIONS IN THIS PARAGRAPH.

SD-2.1. AT&T Dynamic Traffic Management – Enterprise

Section Effective Date: 01-Feb-2018

Customers using AT&T Dynamic Traffic Management - Enterprise acknowledge and agree that AT&T Dynamic Traffic Management - Enterprise (a) does not provide priority access to the AT&T-owned domestic 4G network; and (b) does not prioritize Customer's qualified business application data traffic ahead of all other data traffic, as other data traffic may receive a similar or higher QoS. AT&T Dynamic Traffic Management - Enterprise must be added to each CRU line separately. Per CRU line requirements include purchase of Enhanced PTT with an AT&T Dynamic Traffic Management - Enterprise plan and a qualified feature phone or qualified smartphone provisioned with the appropriate feature code.

SD-2.2. AT&T Dynamic Traffic Management – Public Safety

Section Effective Date: 01-Feb-2018

AT&T Dynamic Traffic Management - Public Safety is limited to customers responsible for public safety and critical infrastructure, as more fully set forth below. Entities eligible for AT&T Dynamic Traffic Management - Public Safety are collectively referred to as "public safety customers". AT&T Dynamic Traffic Management - Public Safety also provides priority access to the domestic AT&T 4G LTE network for a Customer's authorized CRU subscribers. AT&T Dynamic Traffic Management - Public Safety (a) is available only within the Domestic Coverage Area (i.e., the United States, Puerto Rico and the U.S. Virgin Islands) and only for Customer's qualified business application data traffic originated on and traversing over the AT&T-owned domestic 4G LTE network; (b) does not prioritize Customer's qualified business application data traffic ahead of all other data traffic, as other data traffic may receive a similar or higher QoS; (c) provides Customer's authorized CRUs priority access to available AT&T 4G LTE network resources but will not preempt other users' use of the network in order to make network resources available; and (d) is not to be used for any data traffic originated on or over the Internet, other than Customer's qualified business application data traffic.

AT&T Dynamic Traffic Management - Public Safety is available to: qualified state and federal public safety and emergency management organizations (e.g., police and fire departments, EMT services departments, and emergency management agencies) that have been assigned one of the following North American Industry Classification System (NAICS) codes: 621910 (Ambulance Safety Services); 922110 (Courts); 922120 (Police Protection); 922130 (Legal Counsel and Prosecution); 922140 (Correctional Institutions); 922150 (Parole Offices and Probation Offices); 922160 (Fire Protection); 922190 (Other Justice, Public Order, and Safety Activities); 928110 (National Security); and entities that are engaged in the same or similar activities as those covered by the foregoing NAICS codes; and entities responsible for the construction, maintenance and repair of critical infrastructure that have been assigned one of the following NAICS codes: Energy -333611 (wind turbine); 221122 (Electric Power Distribution); 221210 (Natural Gas Distribution); Nuclear Reactor - 221113 (Nuclear Electric Power Generation); 562211 (Hazardous Waste Treatment and Disposal); Communication - 517110 (Telecommunications, wired); 517212 (Cellular and other Wireless Telecommunications); 238210, 334290 and 561620 (Alarm Systems); Water - 221320 (Sewage Treatment Facilities); 221310 (Water Supply and Irrigation Systems); Transportation - 482111 (Railway Transportation); 481111 (Passenger Air Transportation); 481112 (Freight Air Transportation); 483111 (Shipping Transportation); 926120 (Transportation Administration), 491110 (Postal Service); Healthcare and Public Health - 621112 (Health Care Practitioners); 923120 (Public Health Programs); Critical manufacturing - 237310

(Highway, Street and Bridge Construction); 811310 (Industry Equipment Repair); 236210 (Industrial Building Construction); 211130 (Extraction); 236220 (Construction Management); Chemical - 561612 (Protective Services); 541330, 541690 (Chemical Engineering and Consulting); 239210 (Pharmaceutical); Information Technology - 541512 (Computer Integration); 541519 (Computer Disaster Recovery).

The traffic of qualified state and federal public safety and emergency management organizations will be assigned a higher QoS than the traffic of other public safety customers. AT&T reserves the right to exercise its sole and reasonable discretion to determine which public safety customers may purchase AT&T Dynamic Traffic Management - Public Safety and the extent to which such customers may deploy and utilize AT&T Dynamic Traffic Management - Public Safety within their organizations. AT&T further reserves the right to limit or terminate use of AT&T Dynamic Traffic Management - Public Safety by customers that AT&T determines to be using AT&T Dynamic Traffic Management - Public Safety in a manner inconsistent with the expressed or intended use of AT&T Dynamic Traffic Management - Public Safety. Customers choosing to combine AT&T Dynamic Traffic Management - Public Safety with AT&T Enhanced Push-to-Talk will be billed for both services on a bundled basis for each authorized CRU line. Customers also have the ability to designate AT&T Enhanced Push-to-Talk as a qualified business application and not as a bundled offer with AT&T Dynamic Traffic Management - Public Safety, in which case Customer will be billed for each service separately.

SD-3. Availability - Summary

AT&T Enhanced PTT is available for use by CRUs (Corporate Responsible Users) and IRUs (Individual Responsible Users). AT&T EPTT capabilities and related services are available to each type of user as follows:

AT&T EPTT Capabilities and Related Services				
Features	**Enterprise - IRU**	**Enterprise - CRU**	**FirstNet - IRU**	**FirstNet - CRU**
AT&T EPTT Standard				
One to One Call	Yes	Yes	Yes	Yes
Group Call	Yes	Yes	Yes	Yes
Secure Messaging	Yes	Yes	Yes	Yes
Mapping/Location	Yes	Yes	Yes	Yes
Basic user interface	Yes	Yes	Yes	Yes
LMR user interface	Yes	Yes	Yes	Yes
Corporate Admin Tool (CAT)	No	Yes	No	Yes
Integrated Dispatch Console (IDC)	No	Yes	Yes	Yes
LMR interoperability	Yes	Yes	Yes	Yes
AT&T EPTT Advanced				
User Awareness	No	Yes	No	Yes
Emergency Calling	No	Yes	No	Yes

AT&T EPTT Capabilities and Related Services				
Features	**Enterprise - IRU**	**Enterprise - CRU**	**FirstNet - IRU**	**FirstNet - CRU**
Other				
AT&T Dynamic Traffic Management (ADTM)	N/A	Yes	N/A	N/A

SD-4. Important Information

Section Effective Date: 19-Mar-2018

- Enhanced PTT (the "Service") is available to Customers with a qualified AT&T business or government agreement ("Business Agreement") and their Customer Responsibility Users ("CRUs") and Individual Responsibility Users ("IRUs") and to consumers with a qualified AT&T rate plan and Enhanced PTT subscription. Consumers will have access to features permitted to IRUs. The Corporate Administrator Tool and Integrated Dispatch are only available for use with AT&T-subscribed CRUs.
- The Service may not be available for purchase in all areas. Service performance is subject to transmission limitations and terrain, system, capacity and other limitations. AT&T mobility coverage maps are available at www.att.com/business/datacoverage. Coverage areas of other mobility carriers are available from the carriers.
- The Service is a voice-over-IP solution that requires wireless connectivity on compatible cellular or Wi-Fi networks. Availability, security, speed, timeliness, accuracy and reliability of service are not guaranteed. The 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 AT&T 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 service on a qualified data plan.
- 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 the Service on networks other than AT&T wireless data networks is dependent on proper configuration and quality of the network connection. 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.
- 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, the Service will not work.
- The Service is not compatible with devices provisioned through the AT&T Control Center or Enterprise-On-Demand platforms.
- Use of the Service on supported smartphones and tablet devices requires download and installation of the Enhanced PTT client software onto such devices. Other software on an end user's device may impair the Service's performance. The Enhanced PTT client must be

installed on an AT&T certified device, and the device must be activated and turned on in order to originate and or receive Enhanced PTT calls. Use of non-certified devices is not fully supported. A list of certified devices is available at www.att.com/epttdevices, which is subject to change. Not all service features and functionality are available on all certified devices. See an AT&T representative for details.

- The Service can be used while roaming on compatible domestic and international wireless carriers. For AT&T subscribers, applicable roaming rates apply to international carriers except while roaming in Mexico and Canada. For other carriers' subscribers see applicable carriers' roaming rates.
- Usage - For AT&T subscribed devices, usage of Enhanced PTT requires a subscription to an Enhanced PTT rate plan or qualified AT&T 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 by AT&T subscribers within AT&T's domestic wireless data network footprint in the United States and with roaming partner networks in Mexico and Canada in connection with Enhanced PTT will not be charged against the Customer's associated data plan. All other AT&T data usage, including, without limitation, data usage incurred in connection with use of the Service on all other international cellular roaming networks, will be charged at AT&T's scheduled rates. Data usage for devices subscribed to other carriers is billed to the user by the subscribed carrier at that carrier's rates.
- Customer and its End Users must accept the EPTT End User License Agreement ("EULA") that may be found at www.att.com/eptteula prior to installation and use of the Enhanced PTT software on subscribed devices.
- AT&T or its suppliers retain all right, title and interest, including, without limitation, all intellectual property rights, in and to all such software.
- Unless otherwise prohibited, this offer is subject to change, and may be modified, terminated, or discontinued at any time without notice.

SD-5. Privacy

Section Effective Date: 01-Feb-2018

Use of the Service with the Integrated Dispatch and mobile mapping features allows End Users' devices to be located and provided to the Customer, and the Integrated Dispatch feature 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.

SD-6. End User License Agreement (EULA)

Section Effective Date: 01-Feb-2018

The EULA must be accepted before Customer's first use of the Service. If Customer does not accept the terms of the EULA, Customer must not use the Service. Customer must accept the EULA as the party liable for each CRU, and agrees in such case that the CRU will comply with the obligations under the EULA. Customer is responsible for providing each CRU of an enabled mobile device with a copy of the EULA. The Customer and the CRU are individually and jointly liable under the EULA.

Pricing (P)

P-1. Rate Table AT&T EPTT Standard-FEA-MC: AT&T Enhanced Push-to-Talk — Monthly Charge

Section Effective Date: 19-Mar-2018

Rate Table AT&T EPTT standard -FEA-MOTC: AT&T Enhanced Push-to-Talk - Monthly and Sne-Time Charges			
Description	**Monthly Charge**	**One-Time Charge**	**Notes**
Unlimited EPTT Add-on Feature*	$5.00		<RAS>
Unlimited EPTT Only Plan*	$30.00		<CVC>
Unlimited EPTT Only Plan* with Dynamic Traffic Management - Enterprise	$35.00		<CVC><DTE>
Unlimited EPTT Only Plan* with Dynamic Traffic Management - Public Safety	$45.00		<CVC><DPS>
Unlimited EPTT Add-on Feature* with Dynamic Traffic Management - Enterprise	$10.00		<CVC><DTE>
Unlimited EPTT Add-on Feature* with Dynamic Traffic Management - Public Safety	$20.00		<CVC><DPS>
Unlimited EPTT Add-on Feature* with Dynamic Traffic Management Critical Infrastructure	$20.00		<CVC><DPS>
Unlimited EPTT Service for mobile devices without AT&T wireless voice service*	$10.00		<XXX>
Unlimited EPTT IDC - per dispatcher*	$30.00		<YYY>
Enhanced PTT IP Interoperability Service	$5.00		<PIO><SL3>
Enhanced PTT Interoperability LMR LTE Interoperability via Inter-Subsystem Interface (ISSI)		$7,500.00	<PIO> <SL1>
LMR LTE Interoperability via Console Subsystem Interface (CSSI)		$7,500.00	<PIO> <SL1>
LMR LTE Interoperability via Radio over IP (RoIP)		$2,500.00	<PIO> <SL1>
Enhanced PTT Interoperability LMR LTE Interoperability via Inter-Subsystem Interface (ISSI)	$350.00		<PIO><SL2>

Rate Table AT&T EPTT standard -FEA-MOTC: AT&T Enhanced Push-to-Talk - Monthly and Sne-Time Charges			
Description	**Monthly Charge**	**One-Time Charge**	**Notes**
LMR LTE Interoperability via Console Subsystem Interface (CSSI)	$350.00		<PIO><SL2>
LMR LTE Interoperability via Radio over IP (RoIP)	$350.00		<PIO><SL2>
EPTT VPN Connectivity Setup		$600.00	<PRO>
EPTT VPN Repeat Site Visit		$500.00	<PRO>
EPTT VPN Router Activation		$1,000.00	<PRO>
EPTT VPN Managed Service	$1,595.00		<MSV>
Enhanced PTT IP Interoperability Service	$5.00		<SL3>

Notes:

All prices exclude applicable taxes, fees and surcharges. All fees paid are non-refundable.

* "Unlimited" refers to domestic usage of Enhanced PTT on the AT&T Mobility cellular network only. Enhanced PTT usage for devices not subscribed to DTM does not count as part of the usage or data allowance under the AT&T wireless voice or data plans.

<RAS> Requires additional subscription to qualified AT&T wireless voice service plan. Not eligible for contract-based discounts.

<CVC> Provides AT&T Enhanced Push-to-Talk calls only; no cellular voice calling services other than calls to 911. No incoming voice calls are permitted. On smartphone devices, requires subscription to a compatible wireless data service or plan.

<DTE> All authorized CRUs using AT&T Dynamic Traffic Management - Enterprise are limited to 10 gigabytes (GBs) of usage per billing cycle; any data traffic sent by an authorized CRU that exceeds the 10 GB usage cap will be handled on "best effort" QoS.

<DPS> All authorized CRUs usage of AT&T Dynamic Traffic Management - Public Safety on any qualified Wireless Data Service Plan may not exceed 22 GB a month for three consecutive months; AT&T reserves the right to require Customer to move to another Plan if usage exceeds this limitation. AT&T may proactively reassign Customer to another Plan upon notice to Customer, unless prohibited under the Business Agreement or regulation.

<XXX> Requires compatible mobile device that does not have associated AT&T wireless service and a compatible wireless connection.

<YYY> Provides AT&T EPTT service and Integrated Dispatch feature. Requires a compatible Internet connection.

Rate Table AT&T EPTT standard -FEA-MOTC: AT&T Enhanced Push-to-Talk - Monthly and Sne-Time Charges			
Description	**Monthly Charge**	**One-Time Charge**	**Notes**
<PIO> Provides voice bridge connection from an AT&T Enhanced PTT users to Land Mobile Radio Push-to-Talk users. Requires compatible interoperability equipment not sold by AT&T. Requires VPN Connectivity to AT&T Data centers via separately quoted AT&T Solution or Customer provided VPN connectivity.			
<SL1> Provides for a Site License for the supported protocol interface. A site is defined as the physical location of the ingress/egress point for the IP connection to Enhanced PTT data centers.			
<SL2> Provides a per group or per "talkpath" pricing option for interoperability where a Talkgroup/Talkpath is and EPTT group linked to an LMR group.			
<SL3> Provides a per subscriber pricing option for interoperability where the interoperability feature is added to a unique subscriber.			
<PRO> Provides Professional Services required for the engineering and implementation of EPTT interoperability VPN.			
<MSV> Provides a Managed Service for the components of the EPTT Interoperability VPN - EPPT 10 MB VPN Connectivity - AT&T Managed Router - 10 MB MPLS Port - Switched Ethernet			

P-1.1 Rate Table AT&T EPTT Advanced-FEA-MC: AT&T Enhanced Push-to-Talk — Monthly Charge

Rate Table AT&T EPTT Advanced -FEA-MOTC: AT&T Enhanced Push-to-Talk - Monthly and One-Time Charges			
Description	**Monthly Charge***	**One-Time Charge**	**Notes**
Unlimited AT&T EPTT Advanced Add-on Feature**	$20.00		<RAS>
Enhanced PTT Interoperability LMR LTE Interoperability via Inter-Subsystem Interface (ISSI)		$7,500.00	<PIO> <SL1>
LMR LTE Interoperability via Console Subsystem Interface (CSSI)		$7,500.00	<PIO> <SL1>
LMR LTE Interoperability via Radio over IP (RoIP)		$2,500.00	<PIO> <SL1>
Notes:			

Rate Table AT&T EPTT Advanced -FEA-MOTC: AT&T Enhanced Push-to-Talk - Monthly and One-Time Charges			
Description	**Monthly Charge***	**One-Time Charge**	**Notes**
All prices exclude applicable taxes, fees and surcharges. All fees paid are non-refundable.			
* Includes monthly charges for ADTM and LMR Interoperability			
** "Unlimited" refers to domestic usage of Enhanced PTT on the AT&T Mobility cellular network only. Enhanced PTT usage for devices not subscribed to DTM does not count as part of the usage or data allowance under the AT&T wireless voice or data plans.			
<RAS> Requires additional subscription to qualified AT&T wireless voice service plan. Not eligible for contract-based discounts.			
<PIO> Provides voice bridge connection from an AT&T Enhanced PTT users to Land Mobile Radio Push-to-Talk users. Requires compatible interoperability equipment not sold by AT&T. Requires VPN Connectivity to AT&T Data centers via separately quoted AT&T Solution or Customer provided VPN connectivity.			
<SL1> Provides for a Site License for the supported protocol interface. A site is defined as the physical location of the ingress/egress point for the IP connection to Enhanced PTT data centers.			

End of Service Guide