



## Brief

# AT&T Work Platform™

Helps businesses manage costs and have greater choice of mobile management solutions for authorized users\*\* devices.

Today's growing demand for anytime, highly secure network access has expanded to include the use of personal mobile devices such as tablets, smartphones and e-readers. This has caused a surge of personal mobile devices to be used for work-related activities, which provides companies with both challenges and opportunities. In order to take full advantage of the changing culture, organizations need to implement solutions that address both personal and corporate requirements, including compliance requirements, device management and the ability to separate business and personal expenses.

### AT&T Work: Company Paid Voice and Data Made Simple

AT&T Work Voice and AT&T Work Data are designed to provide an easy way to manage the costs of work-related usage on personal devices that delivers freedom of device choice for the workforce, predictable cost for the company and a wider range of choice of company mobility management (EMM) solutions.

The AT&T Work Platform™ helps organizations control the costs of AT&T voice and data services for BYOD (bring your own devices) users. It also gives organizations greater choice in selecting EMM solutions from multiple solution providers. The AT&T Mobility Management Platform enables them to self-provision AT&T Work Voice for nearly all their BYOD workforce, regardless of mobile services provider and AT&T Work Data plans for authorized users who are AT&T wireless service subscribers.

### A Platform That Benefits Both Businesses and Individuals

Bring Your Own Device (BYOD) is a market-wide trend that is fast becoming an essential organizational tool. Individuals who use personal devices for work need access to work related information to help them achieve greater productivity and effectiveness.

The AT&T Work Platform is a suite of services that organizations can use to supply separate AT&T voice, messaging and data services to authorized users, while keeping personal and company bills for those services separate.

### Streamlined

Companies can combine their purchase of an EMM solution from multiple suppliers with AT&T voice and messaging for nearly all BYOD users from a single source. And U.S. domestic and international roaming AT&T data allowances can be added for AT&T Mobility subscribers.

### Hassle-free Billing

AT&T voice and messaging services on virtually any device, and AT&T data allotments on AT&T subscribed devices, will be directly billed to the company, without the need for personal stipends or expense reports – which significantly reduces paperwork for both the company and individuals.

### Flexible

Organizations have the freedom to choose a company mobility management solution that works best for them while BYOD workers choose the devices they prefer, all without impacting the individuals' personal mobile service plans.

### AT&T Work Data

Flexible company-paid add-on plans provide data allowances for mobile users who subscribe to AT&T Mobility service. AT&T offers different plan options to fit your business needs including U.S. plans ranging from 300MG to 10GB of data per month and International Data Roaming data plans.

### Advantages

- Company assigns and pays for a data allowance on individuals' AT&T subscribed devices
- Flexible plans with three different pricing options
- Month to month service

### AT&T Work U.S. Data Plans

#### Data Bolt-On Plans\*

Companies can provide a monthly data usage allowance "bolt-on" at no expense to authorized users who are subscribed to an eligible AT&T Wireless data service plan on their personal devices. After the individual uses up their bolt-on data allowance, additional data usage charges are billed to the individual's personal AT&T wireless service plan.

#### Data Rate Plans\*

Data Rate Plans allow companies to pay for business-specified usage on authorized user's personal devices. AT&T bills the company directly whenever the individual accesses applications or destinations specified by their company ("Business Applications").

## Pricing Information

### AT&T Work U.S. Data Plans\*

Monthly Bolt-On Plan*	Size	Overage
\$15	300MB	N/A
\$25	1GB	N/A
\$35	2GB	N/A
\$40	3GB	N/A

### Fixed Monthly Rate Plan\*

\$15	300MB	\$20/300MB
\$25	1GB	\$10/GB
\$35	2GB	\$10/GB
\$40	3GB	\$10/GB
\$50	5GB	\$10/GB
\$80	10GB	\$10/GB

### Pooled Monthly Rate Plan\*

\$15	300MB	\$0.000014305/KB
\$25	1GB	\$0.000014305/KB
\$35	2GB	\$0.000014305/KB
\$40	3GB	\$0.000014305/KB
\$50	5GB	\$0.000014305/KB
\$80	10GB	\$0.000014305/KB

### AT&T Work Data International Roaming Plans\*

\$30	120MB	\$.25 per meg
\$60	300MB	\$.20 per meg
\$120	800MB	\$.15 per meg

### AT&T Work Voice

\$15 MRC per User (up to 3 devices)

### AT&T Work Company Mobility Management Services (EMMS)

\$750 NRC

Data Rate Plans are available with the following options:

- Fixed Data Rate Plan\*

The company provides authorized users a fixed monthly data allowance for use in accessing Business Applications. Any data usage that exceeds this allowance will generate an overage charge that is billed to the company.

- Pooled Data Rate Plan\*

Companies can assign data allowances to a group of authorized user's under a unique Billing Account Number (BAN) for use in accessing Business Applications. Each individual can be assigned different allowances within the pool plan.

### AT&T Work International Data Roaming Plans

The AT&T International Data Roaming Plans provide an optional monthly data allowance, per device, for data usage in over 190 countries (International Data Plan Locations).

International Data Roaming Plan has the following options:

- Data Roaming Bolt-On Plans\*

Allows companies to assign authorized users a monthly data allowance for international data usage. Any international data usage that exceeds this allowance will generate an overage charge for each additional MB, which is billed to the individual's personal AT&T wireless service plan.

- Data Roaming Rate Plans\*

The company pays for business-specified international usage on authorized user's personal devices that have been assigned an AT&T Work U.S. Data Plan. AT&T bills the company directly for their access of the Business Applications.

### AT&T Work Voice\*

Provides a business-owned second telephone line with voicemail and messaging. It is a mobile carrier-agnostic VoIP solution that works on virtually any mobile service provider's wireless network or Wi-Fi.

### Advantages

- A separate telephone line on a single device for work-related calling
- Distinct voice mailbox and other standard voice services: make and receive calls, separate business call log, missed call notifications, incoming call and message waiting indicators
- Includes SMS/MMS messaging to/from any mobility number
- Supports Number Portability (wireline and wireless)
- Mobile carrier agnostic: Usable on AT&T and non-AT&T subscribed devices

- \$15 MRC User-based subscription fee – same phone number can be used on up to 3 devices
- Can be used with Android™ 4.0 and above and iOS 8.1 and above devices

### Optional: AT&T Work Configuration and Training for MobileIron® and AirWatch® by VMWare®

This is an optional Project Managed Professional Service designed for the implementation of BYOD with AT&T Work. The Professional Service provides best practices guidance, training and configuration assistance for the integration of AT&T Work with the Customer's existing MobileIron or AirWatch implementation from AT&T. This is available only for AT&T Customers that have previously purchased, installed, and have a MobileIron or AirWatch deployment from AT&T.

**For more information contact an AT&T Representative or visit [www.att.com/work](http://www.att.com/work).**

### Important Information

\*Available for U.S. domestic users only, no International Outbound (IOB) or International Roaming (IR) calling including SMS or MMS is supported.

\*\*The paying organization is responsible for determining the authorized users who are eligible for AT&T Work. Authorized users may include employees and/or non-employees such as contractors.

**General** - AT&T Work as described in this product brief ("AT&T Work") is available only to government customers with a qualified AT&T agreement ("Qualified Agreement"). AT&T Work is subject to (a) the terms and conditions found at [www.att.com/WorkEULA](http://www.att.com/WorkEULA) (the "Additional Product Terms"); (b) the Qualified Agreement; and (c) applicable Sales Information. Any Additional Product Terms not allowable under applicable law will not apply, and the Qualified Agreement will control in the event of any material conflict between the Qualified Agreement and the Additional Product Terms. Any service discounts, equipment discounts, and/or other discounts set forth in the Qualified Agreement do not apply to AT&T Work. AT&T Work may not be available for purchase in all sales channels or in all areas, and may not be accessible at all times. AT&T Work may require use of third-party products and/or services. Additional fees, charges, taxes and other restrictions may apply. Availability, security, speed, timeliness, accuracy and reliability are not guaranteed by AT&T.

**Requirements; Technical Information** - Customer is responsible for establishing policies for use of AT&T Work by customer's end users. Customer's failure to establish and/or enforce any such policies will not relieve customer of any obligations hereunder or entitle customer to a refund from AT&T. AT&T Work is provided "AS IS" with all faults and without warranty of any kind. Customer may cancel AT&T Work Voice or Data at any time. AT&T reserves the right to (i) modify or discontinue AT&T Work in whole or in part and/or (ii) terminate AT&T Work at any time without cause.

**AT&T Work Data** - Users must be subscribed to an eligible AT&T Wireless data service plan. Any measured data usage incurred in connection with AT&T Work and related applications (including AT&T Work Voice) and not included under an AT&T Work Data Plan allowance will be charged as specified in the User's associated wireless data service plan.

**AT&T Work U.S. Data Plans – General** - All AT&T Work U.S. Data Plans are available only for Users that are subscribed to eligible AT&T Wireless services plan for their device(s). Pre-paid AT&T wireless data plans are not eligible for use with the AT&T Work U.S. Data Plan. AT&T Work U.S. Data Plans may not be used outside the United States and Territories. Unused data from AT&T Work U.S. Data Plans does not roll over to a subsequent month. Customers can manage their AT&T Work U.S. Data Plan(s) via the AT&T Mobility Management Portal ("MMP"). If Customer elects to discontinue an 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, using the MMP, from each User to whom it has been assigned. Billing for each AT&T U.S. Work Data Plan will continue unless Customer removes the AT&T Work U.S. Data Plan from each User's account. Customers have access to all 3 AT&T Work U.S. Data Plans at all times, and Customers can move Users between plans. Only one AT&T Work U.S. Data Plan may be assigned to a User device at a time. Unused data in any billing period does not roll over to subsequent periods.

**AT&T Work U.S. Data Bolt-On Plans** - All of the User's data usage associated with the User's device will be applied first against the User's Bolt-On Plan allowance. After that allowance is exhausted in a billing month, all data usage for that month will be applied against the User's existing underlying AT&T Wireless data services plan and billed to the User under the provisions of User's wireless data services plan.

**AT&T Work U.S. Data Rate Plans** - For Customers who have deployed MobileIron, AirWatch, or AT&T Mobile Device Management software, or have not deployed any enterprise mobility management ("EMM") software, the Customer may identify up to 8 IP addresses that the Customer defines as a Business application. Customer is responsible to inform registered Users of the IP addresses it has identified and that they will incur data charges on their personal plans whenever they access any IP address that is not currently identified by the Customer as a Business application. Customer must also notify AT&T of any changes, additions, or deletions to its designated IP addresses prior to notifying registered Users. Failure to comply with this condition may result in registered Users incurring data charges on their personal plans for business traffic.

**Pooled AT&T Work U.S. Data Rate Plan** - Customers can establish one or multiple pools. Each pool may not exceed 3000 Users. Each Pool must have a unique Billing Account Number (BAN). A User device can only be assigned to participate in one pool. If the aggregate data usage across all Users in a pool during the billing period does not exceed the sum of all the data allowances assigned, the Customer will only be billed the Monthly Recurring Charge for each User who is assigned. If the aggregate data usage across all Users in a pool exceeds the sum of all data allowances that have been assigned, the Customer will incur overage charges for that billing period.

**AT&T Work International Data Roaming Plans – General** - All AT&T Work U.S. Data Plans provide the ability to assign an AT&T Work International Data Roaming Plan, which provides an optional monthly data allowance, at an additional monthly per device charge, for international data usage that can be used in over 190 countries listed at <http://www.att.com/globalcountries> ("International Data Plan Locations"). There are two types of plans, i.e., AT&T Work International Data Roaming Bolt-On Plans and AT&T Work International Data Roaming Rate Plans.

**AT&T Work International Data Roaming Bolt-On Plans** - These plans are available to Users who are not subscribed to another AT&T Wireless International Data Plan. All international data roaming usage (business and personal) within a billing month associated with the User's device will be applied against the monthly allowance. Once the applicable data allowance is exhausted, an additional data charge for each MB of international data roaming usage ("Incremental International Data Usage") will be billed to User's personal AT&T Wireless services plan as overage at the rate of \$.15, \$.20 or \$.25, depending on the Plan allowance that Customer has purchased for such User. After the entire Plan allowance has been applied to a User's personal AT&T Wireless services account in a billing month, all additional international data roaming usage (business and personal) during the billing period will be treated as Incremental International Data Usage. Unused data in any billing period does not roll over to subsequent periods.

Customer agrees that, before provisioning any User with the AT&T Work International Data Roaming Bolt-On Plan, Customer will obtain User's consent to be billed and to pay all charges for any Incremental International Data Usage 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.

**AT&T Work International Data Roaming Rate Plans** - With the AT&T Work International Data Rate Plans, end users are required to have an AT&T Work U.S. Data Rate Plan already assigned to their device and may but are not required to have a personal AT&T Wireless International Roaming Plan. The AT&T International Data Roaming Rate Plans have the ability to distinguish Customer-defined business traffic generated by the User's device and bill the enterprise for only that traffic.

For Customers who have deployed OpenPeak Toggle® as the device management software to the User's device, the User will be required to sign in via a unique Customer-provided password to access Customer's Business Applications. AT&T will identify traffic generated by the Users' devices accessing those applications and bill the Customer directly.

For Customers who have deployed MobileIron, AirWatch, or AT&T Mobile Device Management software, or have not deployed any mobile device management software, the Customer will provide AT&T with up to eight (8) IP addresses that the Customer defines as a Business Application. These IP addresses will be the same as those deployed for the U.S. AT&T Work Data Rate Plan. Customers are responsible for notifying AT&T of any changes, additions, or deletions to this IP addresses before providing access to the end users. Customer must inform Users of the IP Addresses it has identified as Business Applications and that they will incur data charges on their personal plans whenever they access any IP address that is not currently identified by the Customer as a Business Application. Failure to comply with this condition may result in Users incurring business data charges on their personal plans.

**AT&T Work Voice** - AT&T Work Voice requires the end user to be subscribed to an active wireless data service plan and to accept the AT&T Work EULA. Monthly billing for AT&T Work Voice will be issued separately from billing for AT&T Work Data. AT&T Work Voice may not be used for communications that do not consist primarily of uninterrupted live dialogue between two individuals, including (i) monitoring services; (ii) data transmissions; (iii) transmission of broadcasts; and (iv) transmission of recorded material other than audio files associated with the voicemail functionality. AT&T Work Voice IS INTENDED FOR GENERAL BUSINESS USE ONLY AND IS NOT DESIGNED, INTENDED OR RECOMMENDED FOR USE IN ENVIRONMENTS REQUIRING FAIL-SAFE PERFORMANCE (E.G. EMERGENCY MEDICAL CARE, HAZARDOUS ACTIVITIES) IN WHICH THE FAILURE OF THE SERVICE COULD LEAD TO DEATH, PERSONAL INJURY OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE ("HIGH RISK USES"). Customer accepts responsibility for all High Risk Uses. Access to Telecommunications Relay Service (TRS) services for hearing or speech-impaired individuals is available by dialing 711. To obtain accessibility information about AT&T Work Voice, please call (888) 292-7009.

In the United States only, AT&T Work Voice provides access to 911 or E911 calling where 911 or E911 calling is available. 911 or E911 service may not be available with AT&T Work Voice. CUSTOMER ACKNOWLEDGES AND AGREES WITH THE TERMS AND CONDITIONS REGARDING THE LIMITATIONS ON THE 911 EMERGENCY DIALING AND MESSAGING CAPABILITIES OF AT&T WORK VOICE AND THE DISTINCTIONS BETWEEN SUCH CAPABILITIES AND TRADITIONAL (NON-VOIP) 911 OR E911 CALLS. 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) E911 SERVICES. CUSTOMER ACCEPTS AND ACKNOWLEDGES THE LIMITATIONS BELOW AND AGREES TO INFORM ALL END USERS OF THESE LIMITATIONS. FAILURE BY CUSTOMER TO COMPLY WITH THESE OBLIGATIONS CONSTITUTES GROUNDS FOR TERMINATION OF CUSTOMER'S SERVICE.

**AT&T Work Voice Messages** - All AT&T Work Voice messages are sent 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 end 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 message types 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 user for approximately 90 days, unless users have deleted them from their devices. To obtain accessibility information about AT&T Voice Work messaging, please call 1-888-292-7099 or visit [att.com/work](http://att.com/work).

**Privacy** - The customer's administrator may have visibility to one or all of the following: each end user's personal wireless telephone number, identity of the end user's wireless carrier, data usage, account status, type of device, and other operational device information. The customer agrees to comply with all applicable privacy, consumer data and data protection laws, marketing and data best practices, and all laws that apply to collecting, accessing, storing, processing, using, disclosing and securing end user data, including any obligations to notify and obtain consents of end users regarding any access to their personal information by customer, AT&T or AT&T's suppliers. Customer agrees to comply with the scope of any consent provided by end user(s) for access to their personal information.

**Important Information that Customer Must Provide to End Users Regarding Limitations of 911 and E911 Services Available with AT&T Work Voice and messaging.** Customer agrees to provide the following information to each end user of AT&T Work Voice and AT&T Work messages:

Customer must inform each end user that the end user: (1) must register a physical address where the AT&T Work Voice service will be provided to the end user ("Registered Location") at the time of the end user's first access to the Work Voice application; (2) must update the Registered Location whenever he or she changes physical location; and (3) is responsible for ensuring the continuous accuracy of the end user's Registered Location.

The end user must enter his/her Registered Location upon first logging into AT&T Work Voice. If the end user does not enter a Registered Location, or enters an invalid address, the end 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 end 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 end user submits a new Registered Location and the time that it can be: (1) used to route an end 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 end user's device. Until the new Registered Location is updated, an end user's 911 call may not route to the correct PSAP, and the emergency operator will not have electronic access to the end user's current physical location. Under such circumstances, the end user must be prepared to provide verbally his/her 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 end user's Registered Location to the appropriate PSAP. If the end 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 end user's device over a wired broadband or Wi-Fi connection, rather than the wireless connection used by cellular telephones.
- An end user cannot use AT&T Work messages for Text-to-911 unless (i) the end user is in an area where the PSAP accepts Text-to-911 messages and (ii) the end user's device has both an active messaging plan and an available cellular connection. If both these conditions are met, an end user's attempt to text to 911 using AT&T Work messages will default to the end user's device messaging plan, which will complete the text, if possible. If an end user has an iOS device, the end user will have to press "Send" twice to transmit the message. Because Text-to-911 service is only available in areas where PSAPs have elected to accept emergency text messages from the public, unless the end user has confirmed that the PSAP in the end user's area supports Text-to-911, the end user should not rely on text messages to reach 911. If an end user attempts to send a text to 911 in an area where the service is not available, the end user will be alerted by a "bounce-back" message from his/her wireless carrier that the text to 911 was unsuccessful. **Text-to-911 using Wi-Fi is not available under any circumstances, even if the end user's wireless service is unavailable but the end user can obtain Wi-Fi coverage.**

Examples of the types of circumstances under which 911 and Text-to-911 services may not be available to end users, or are 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 end user's Registered Location;

- The end user's broadband connection (wired, wireless and/or Wi-Fi) has been disrupted or impaired;
- The end user's underlying data service plan has lapsed or has been disrupted or impaired;
- The end user experiences a loss of electrical or battery power;
- Delays have occurred in processing any updates to the end user's Registered Location;
- The end user places a call to 911 using a non-native telephone number;
- The end 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 end user is required to manually navigate from the cellular dialer to the VoIP dialer to place a VoIP 911 call;
- The end user places a call to 911 using a device not located in the United States;
- The 911 call is connected to a live operator who will route end user to the emergency first responder based on location information that the end user provides verbally;
- The end user cannot text to 911 unless the end user's device has both an active messaging plan and an active connection to mobile cellular service (not Wi-Fi); and
- Text-to-911 service is only available in areas where PSAPs have elected to accept emergency text messages from the public.

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

AT&T Work Voice and AT&T Work messages cannot be used to make emergency calls or messages outside the United States.

If an end user's device is equipped with an underlying wireless voice services plan and the end user attempts to initiate a 911 call from his/her 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 end user's device and not using AT&T Work Voice. After the end 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 end user to agree to be re-directed by pressing "OK" when alerted by a pop-up message). In such cases, the end 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 end user should re-enter the AT&T Work Voice dialer to attempt the 911 call via AT&T Work Voice VoIP. Depending on the device operating system, the end user may need to close the device dialer in order to re-enter the AT&T Work Voice dialer. Once the end user re-enters the AT&T Work Voice dialer, the end user will see a pop-up message on top of the AT&T Work Voice dialer titled "Re-Attempt Emergency Call?", from which the end user may either push "Yes" to try the emergency call again using AT&T Work Voice VoIP, or "No" to return to the end user's personal native device dialer.

If (1) an end user's device dialer does not have any underlying wireless voice service (for example, if it is a Wi-Fi only device); (2) the end user's underlying wireless voice service is unavailable; or (3) the end 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 end user's device using AT&T Work Voice will be routed to the PSAP associated with the end user's then-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 end user's current location information and telephone number by requesting that the end user verbally provide his/her address and call-back information. Unless an end user is unable to speak when making a call to a third-party emergency call center, the end 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 end user's device will display a message warning that emergency calling may be limited as compared to traditional 911 services, and showing end user's current Registered Location.

End users must be notified that customer's administrator will provide end users with notification materials regarding emergency 911 calls and AT&T Work Voice.



Text messaging to 911 is not supported by AT&T Work Voice. End users should dial 911 using the native device phone dialer in the case of an emergency.

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

Emergency calling and messaging outside of the United States is unavailable through AT&T Work Voice or AT&T Work messages. AT&T Work Voice may not be used to place calls or messages from outside the United States. If AT&T Work Voice is used to place a call or message from a location outside the United States to a telephone number in the United States, the call or message may be blocked or subject to international data roaming charges on the end user's personal data plan.

**Customer Notification to End Users** - Customer is required to provide end users with notice of the following, as applicable: (i) the specific AT&T Work service capabilities and/or functionalities customer makes available to each end user; (ii) for AT&T Work Voice, the end user's name, and email address is displayed and the content of end users' text messages may be retrieved; (iii) for AT&T Work Data the end user's telephone number is displayed; (iv) that end users must have a wireless data service plan or a Wi-Fi enabled device to use AT&T Work Voice; (v) that AT&T Work Voice including the sending and receipt of SMS and MMS messages, may impact the data usage on the end user's personal wireless data service plan; (vi) the limitations on use of 911 or E911 emergency calling and messaging with AT&T Work Voice described above; (vii) applicable requirements for, and restrictions on, porting of an end user's personal telephone number to AT&T Work Voice prior to engaging in porting; (viii) that end users may not use AT&T Work Voice to place or receive calls outside the United States; (ix) that the AT&T Work U.S. Data Plans only apply to usage within the United States; (x) notification of any termination by customer of an end user's access to AT&T Work Voice and/or an AT&T Work Data Plan; (xi) that AT&T Work's cloud-based storage will store users' contacts list to enable name identification for incoming calls and messages (xii) that end users of the AT&T Work International Data Roaming Plan: (a) must consent to pay for data usage at the rate of \$0.15, \$0.20 or \$0.25 for each incremental MB of use (depending on the AT&T Work International Data Plan allowance that customer has purchased for the end user) in any month that the end user exhausts his/her AT&T Work International Data Roaming Plan allowance; and (b) are responsible for payment of all charges incurred for international data usage outside the International Data Roaming Area; and (xiii) that unused International Data Roaming Plan allowance usage does not roll over into subsequent months.

**Data Privacy:** Customer Personal Data may be transferred to or accessible by (i) AT&T personnel around the world (ii) third-parties who act on AT&T's or AT&T's supplier's behalf as subcontractors; and (iii) third-parties (such as courts, law enforcement or regulatory authorities) where required by law. Customer will only provide or make Customer Personal Data accessible when customer has the legal authority to do so and for which it has obtained the necessary consents from its eligible end users, and will camouflage or securely encrypt Customer Personal Data in a manner compatible with this offer. As used in this product brief, Customer Personal Data includes, without limitation, name, phone number, email address, wireless location information, device information or any other information that identifies or could be reasonably be used to identify customer or its eligible end users. Customer is responsible for providing its eligible end users with clear notice of AT&T's and customer's collection and use of Customer Personal Data obtained via AT&T Work, including, without limitation, end user device location information, and for obtaining consent from such end users to that collection and use. Customer may satisfy its notification requirements as to AT&T by advising its eligible end users in writing that AT&T and its suppliers may collect and use Customer Personal Data by providing such end users the relevant links to the product brief or other sales information that describes the availability of optional goods, content or services and AT&T's Privacy Policy at <http://www.att.com/gen/privacy-policy?pid=2506>.

