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First Responders Mobility Zone

Section Effective Date: 30-Sep-2018

First Responders Mobility Zone (FRMZ) includes deployable equipment that provides AT&T Band Class 14 4G LTE wireless service where permanent network coverage is not available within AT&T licensed areas, satellite service between the FRMZ equipment and AT&T's mobility network and related management services.

This Service Guide consists of the following parts:

- Service Description (SD)
- Pricing (P)

Service Description (SD)

SD-1. Overview

Section Effective Date: 30-Sep-2018

First Responders Mobility Zone (FRMZ) includes (i) deployable equipment (FRMZ Equipment) that provides AT&T Band Class 14 4G LTE wireless coverage where permanent network coverage is not available within AT&T licensed areas; (ii) wireless service (FRMZ Wireless Service) between compatible devices and the FRMZ Equipment; (iii) AT&T-provided satellite services connecting to the FirstNet Evolved Packet Core (FRMZ Satellite Service) and (iv) related management services (FRMZ Network Management Support Services).

FRMZ provides Customer-designated AT&T-subscribed Public Safety Entities' Agency Paid Users access to voice and data connectivity beyond the planned terrestrial permanent footprint for the Nationwide Public Safety Broadband Network (NPSBN) and associated radio access networks (RANs) and/or when the permanent terrestrial wireless network is unavailable. FRMZ Equipment and FRMZ Services are intended for use in Underserved Areas, No Service Areas or areas predetermined by coordination between Customer and AT&T.

FRMZ is available for use by FirstNet subscribed Public Safety Entities' Agency Paid Primary Users and Extended Primary Users who use devices with a FirstNet SIM (313-100). Customers must provide AT&T with an initial list of authorized users (User List) before FRMZ Wireless Service is provisioned. AT&T reserves the right to monitor and change a User List at any time for security reasons, fraud, technical limitations, regulatory changes or other reasons as determined by AT&T.

FRMZ is only available for use within the continental United States, Hawaii, Alaska, Puerto Rico and U.S Virgin Islands that are served by AT&T licensed Band Class 14 spectrum. AT&T reserves the right to exercise its sole and reasonable discretion to limit the number of Public Safety Customers that may purchase FRMZ and the extent to which such Customers may deploy and utilize it within their organizations. AT&T further reserves the right to limit the number of simultaneous users of FRMZ within a specific geographic location.

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All terms not defined herein shall have the definitions set forth in the AT&T FirstNet Solution Service Guide.

SD-1.1. FRMZ Equipment

Section Effective Date: 30-Sep-2018

Each FRMZ system relies on the same basic components. The FRMZ small cell, mast and its cellular antenna provide FRMZ Wireless Service to the cell phones and other communication devices within the coverage area. The mast connects to the remainder of the FRMZ unit, which hosts all the active electronic equipment. The FRMZ unit is then connected to a satellite system for backhaul to the FirstNet Core. Traffic is then transmitted to the FirstNet cellular network.

Basic System Components of FRMZ Equipment are offered as Purchased Equipment and include:

- Enclosures: FirstNet Customers may purchase new enclosures from AT&T, supply their own enclosures or convert existing assets such as a vehicle or trailer to provide an enclosure. Various enclosures can be supported for Customer deployables, including portable kits, trailers and Customer-owned vehicles and trailers.
- Small Cell
- Satellite Equipment, including auto-deploy dishes, amplifiers, and modems
- Masts

Custom configurations may be supported upon request.

AT&T's standard equipment return processes and policies do not apply to FRMZ Equipment; contact an AT&T representative for information about equipment returns.

SD-1.2. FRMZ Wireless Service

Section Effective Date: 30-Sep-2018

FRMZ Wireless Service operates on the AT&T PLMN 313-100 network as a Semi-Private Closed Network. Users of Semi-Private Networks acknowledge all FRMZ FirstNet users will have access to the FRMZ Equipment and FRMZ Wireless Service. Authorized end users of FRMZ Wireless Service must have a compatible FirstNet Ready device provisioned with a FirstNet SIM. FRMZ Wireless Service authorized end users incur voice and data usage charges. Measured usage incurred in connection with this Service is charged as specified in the user's AT&T voice and/or data plan. Service range for FRMZ Wireless Service is up to 1/2 mile radius, depending on the equipment used and its location.

SD-1.3. FRMZ Satellite Service

SD-1.3.1. General

Section Effective Date: 30-Sep-2018

AT&T FRMZ Satellite Service is required to maintain FRMZ LTE Band Class 14 network connectivity. Charges for this service may be included for the first year in connection with the purchase of FRMZ Equipment. After the first year, FRMZ Satellite Service must be separately purchased at then-current rates.

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SD-1.3.2. Service Specifications

Section Effective Date: 30-Sep-2018

Basic FRMZ Satellite Service has Service Level Objectives as follows: Committed Information Rate (CIR) of 2Mbps duplex service with an uptime of 99.5%. Higher grades of service are available upon request. This service can handle up to 20 concurrent LTE HD voice and data service calls using FRMZ Equipment and basic 2 Mbps AT&T FRMZ Satellite Service. Greater numbers of concurrent users can be supported with higher grades of AT&T FRMZ Satellite Service.

SD-1.4. Emergency Services

Section Effective Date: 30-Sep-2018

FRMZ Services can be used to provide connectivity to 9-1-1 emergency services. When Customer uses those services to make calls to 9-1-1 service providers, Customer must provide AT&T accurate location information and Area of Operation for the FRMZ Equipment. Failure to provide such information may result in the equipment being inoperable or in calls to 9-1-1 being routed to the incorrect Public Safety Access Point ("PSAP"). If Customer wishes to move equipment used to provide FRMZ Services after its initial deployment, or to move the FRMZ Equipment outside of its designated Area of Operation with AT&T's permission, Customer must provide new location information before moving such equipment. Moving such equipment outside of its designated Area of Operation requires up to 24 hours to update the 9-1-1 database with new location information.

SD-1.5. FRMZ Network Management Support Service

Section Effective Date: 30-Sep-2018

AT&T FRMZ Network Management Support Service is required to maintain FRMZ LTE Band Class 14 network connectivity. AT&T will provide FRMZ Tier 1 support through the FirstNet Customer Support Center (FNCSC) 24 hours a day/seven days a week. FNCSC will transfer requests for Tier 2 support to AT&T Vanguard Network Operations' technical support. AT&T Vanguard Network Operations provide telephonic support related to FRMZ Services Monday-Friday 7am-6pm PST. On-call support is provided during non-business hours. Testing, Turn-up, and Maintenance support includes:

- Coordination and assistance in connection with Customer's testing and certification of the FRMZ Equipment at the time agreed upon by the parties. Customer may request AT&T to provide complete installation services at an additional cost to be agreed upon by the parties.
- Supervision of the installation of the FRMZ Equipment when required.
- Support for all testing and certification of the installation of the FRMZ Equipment.
- If requested by Customer, AT&T will provide scheduled and unscheduled maintenance of the FRMZ Equipment at the Customer's expense after the initial manufacturer's warranty period expires.

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- AT&T will provide initial and supplemental ongoing training of select Customer personnel as Customer requests. Training will consist of items included in a mutually agreed upon schedule. Supplemental on-site training is not included in the fees for FRMZ Network Management Support Service may be purchased separately.

FRMZ Network Management support also includes:

- LTE spectrum management
- Technical support and lifecycle management
- Satellite transport engineering and Quality of Service (QoS) support
- E911 management
- Authorized user (Whitelist) management

Charges for these support services may be included for the first year in connection with the purchase of FRMZ Equipment. After the first year, FRMZ Network Management Support Service must be separately purchased at then-current rates.

SD-1.6. Important Information

Section Effective Date: 30-Sep-2018

- FRMZ is intended primarily for use in emergency situations.
- Availability, security, speed, timeliness, accuracy and reliability of service are not guaranteed. Coverage is only available in Band Class 14 licensed areas. All service, including satellite backhaul, is subject to transmission, terrain, system, capacity and other limitations.
- AT&T does not guarantee and is not liable for the security of wireless transmissions, and AT&T assumes no liability for, and specifically disclaims, all liability associated with service outages.
- Equipment used to support FRMZ Satellite Service must be placed away from any large structures or trees and have an 80% view of the sky in order to use the satellite backhaul. Satellite backhaul is not available indoors or in vehicles with a covered canopy/roof. Clouds or precipitation will generally not materially affect FRMZ Satellite Service, but buildings, terrain, foliage or other solid objects (including thick glass or wire mesh) may block direct line of sight to the satellite.
- Additional hardware, software, and/or services may also be required.
- AT&T owns the exclusive rights to the frequencies related to the FRMZ Services, Numbers and transmission facilities used by AT&T in the provision of FRMZ. FCC regulations strictly forbid any party that is not a wireless communications licensee from altering, enhancing or maintaining cellular radio signals. FCC regulations require AT&T to maintain control over any transmitting device that operates within AT&T's assigned frequencies. Neither Customer nor any of Customer's affiliates may install any amplifier, enhancer, repeater or other device or system on the AT&T network or frequencies without AT&T's prior written approval. AT&T has the right, but not the obligation, to: (a) audit the operation of the devices or system at any time, with prior notice or coordination; and (b) ensure that any device or system does not cause interference with AT&T's wireless network, transmission

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facilities or other equipment ("Interference"). If any device or system is installed for Customer by an approved contractor, AT&T will, in its sole discretion, investigate whether Customer's device or system is causing Interference. During the course of the investigation, AT&T will have the right to require Customer to disable or shut down the device or system until the source of Interference can be determined. Should AT&T determine that the device or system causes Interference, AT&T will provide Customer documented proof of its findings and may, at AT&T's option, require Customer to do one or both of the following at Customer's sole cost and expense: (a) disable or shut down the device or system until Customer pays for any facility or equipment upgrades required to eliminate the Interference, or (b) remove the device or system upon thirty days' notice to the Customer of the Interference.

- FRMZ may only be purchased through the AT&T direct sales channel.
- FRMZ Services and FRMZ Equipment will be automatically disabled and incapable of being "On Air" in areas where: (i) the system is not required to complete a call or provide service, (ii) operation of the system is in violation of FCC rules and/or applicable law, (iii) AT&T is not licensed to provide service or (iv) the system cannot be supported due to lack of resources including, but not limited to, network, spectrum, network restoration or human resources and conditions outlined in the Excusable Delays section found at FAR 52.212-4, subparagraph (f).
- FRMZ Services and FRMZ Equipment will be automatically disabled and incapable of being On Air when the Line of Demarcation is crossed because those Services or Equipment are moved outside the designated Area of Operation. In addition, location based services may not be available, limited or inaccurate if address location information is not immediately provided for moves of the FRMZ system outside the designated Area of Operation.
- Wireless service and features normally available on the terrestrial permanent footprint of the NPSBN and associated RANs may not be available while using FRMZ Equipment and/or may perform differently or have limited capability. In addition, location based services may not be available, limited or inaccurate if address location information is not immediately provided for moves of the FRMZ system outside the designated Area of Operation.
- AT&T may modify the pricing, terms, conditions, equipment and services offered as part of FRMZ at any time, with or without notice. FRMZ Services are subject to change without notice, and AT&T may discontinue offering or providing FRMZ Services at any time.
- AT&T reserves the right to improve its product and specifications and will provide written notice of any proposed changes to the system or the FRMZ Equipment located on the Customer's Premises. If Customer elects to have such improvements implemented, the parties will enter into a separate schedule or addenda setting out the terms and conditions of the implementation of such improvements.

SD-2. Customer Obligations

Section Effective Date: 30-Sep-2018

- Customer is solely responsible for operation, and maintenance of Customer's equipment, including purchased FRMZ Equipment.

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- Before moving FRMZ Equipment, Customer must provide AT&T new location information and obtain AT&T's consent to provide FRMZ Services at that location.
- Customer must provide AT&T with as much prior written notice as is reasonable for any addition or changes to the User List of authorized users' devices and their associated IMSI/MSISDN details. These changes may not be implemented until the first date of the Customer's next billing cycle.
- Customer must obtain all authorizations, permits and/or licenses required for its uses of FRMZ Services and FRMZ Equipment and authorized users' devices other than those provided by AT&T.
- Customer must provide, install and maintain, at its sole expense, all rack space, HVAC and interconnection cables necessary for use of the FRMZ Equipment and maintain suitable power to all related equipment at all times.
- Customer must perform all boring and/or drilling of openings necessary and appropriate to enable the use of FRMZ Equipment at Customer's Premises and install all cables required to properly maintain all related equipment.
- Customer is solely responsible for providing, operating and maintaining all non-AT&T equipment used in connection with FRMZ Equipment and FRMZ Services, and must provide sufficient system capacity and bandwidth to support connectivity to Customer's installation.
- Customer must ensure that all equipment used in connection with FRMZ Services is compatible with such services and complies with all applicable FCC and FAA regulations, as well as all other applicable federal regulations, and state laws.
- Customer agrees to permit AT&T access to the Customer's Premises and all reasonably necessary or required facilities or equipment on such Premises, at reasonable times and upon reasonable notice, for the purpose of performing the testing and certification of the FRMZ Equipment. In the event that administrative links and, or connectivity to any equipment managed by Customer prevent or in any way inhibit full control by AT&T over the radio access parameters and radio transmission for FRMZ Services, AT&T will not be liable for any resulting or related damages. Neither is AT&T responsible or liable for any delay that results from a delay or refusal by Customer to provide access to the Customer's Premises, or to necessary or required facilities or equipment associated with the Customer's use of FRMZ Services. Customer acknowledges and agrees that AT&T maintains at all times the right to interrupt or cease the FRMZ Services at its sole discretion, and may do so with or without access to the Customer Premises; provided that AT&T will use reasonable efforts to give Customer notice prior to any such interruption or cessation of the FRMZ Services. In addition, AT&T will not be liable for any default or delay in performance of the FRMZ Services resulting from Customer's denial of access to AT&T.
- Because access to internal Customer spaces, properties or facilities may be necessary for the performance of the FRMZ Services, AT&T agrees, subject to compliance with applicable laws and AT&T standard policies, to comply with Customer's reasonable physical and logical security requirements. AT&T will not use or seek unauthorized access to Customer's network. If access to Customer Premises and Customer's respective security protocols requires an official government security clearance, Customer will notify AT&T of these

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requirements in advance of contract signing and cooperate with AT&T in acquiring the appropriate security clearance or arriving at an equivalent solution

SD-3. Regulatory Matters

Section Effective Date: 30-Sep-2018

Customer must comply with FCC rules related to the operation and placement of FRMZ Equipment. AT&T may disable such equipment at any time when Customer or such equipment is not in compliance with FCC rules and regulations. Customer acknowledges that changes in the RF Profile by Customer may be prohibited by law. Accordingly, if Customer changes the RF Profile of the FRMZ Equipment, Customer is solely responsible for all legal and regulatory impacts of such changes including, without limitation, indemnifying AT&T for its costs, expenses, losses or damages. Customer acknowledges that it must complete an FAA tower analysis for all in-field deployments of the FRMZ Equipment with the AT&T-supplied antenna mast. Modification or substitution of the mast is not permitted, and Customer is solely responsible for installing any mast(s) not furnished by AT&T.

SD-4. Use of Third-Party Networks

Section Effective Date: 30-Sep-2018

If Customer installs, operates, or engages any third-party public or private networks, whether or not licensed, alongside of or sharing network facilities with AT&T's at a Customer's premises, Customer is solely responsible for and assumes all risk related to managing interoperability between any such third-party system or network and the FRMZ Services. In such case, AT&T shall have no liability or responsibility related to the provision of the FRMZ Services, and Customer is solely responsible for all costs of services related to interoperability testing required to achieve interoperability of the respective networks.

SD-5. Disclaimer of Warranties; Damages Limitation

Section Effective Date: 30-Sep-2018

Customer expressly understands and agrees to the following disclaimers to the extent permitted by applicable law:

AT&T is not the manufacturer of the FRMZ Equipment. Any warranties and/or representations relating to the FRMZ Equipment are limited to those offered by the manufacturer. The FRMZ Equipment and FRMZ Services are provided by AT&T on an "as is" basis, and AT&T expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to the implied warranties of merchantability, fitness for a particular purpose, and non-infringement. In addition, AT&T is not liable for any damages arising out of or relating to interference, RF exposure, or any interruption or error in routing or completing calls or other transmissions (including 911 calls or any similar emergency response number).

SD-6. Service Termination

Section Effective Date: 30-Sep-2018

AT&T may disconnect the FRMZ Equipment or FRMZ Services from the AT&T network and terminate FRMZ Services immediately without further obligation if (i) Customer transfers or sells

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the FRMZ Equipment to any person or entity, other than an affiliate of Customer; (ii) Customer fails to comply with AT&T's operational requirements, including, but not limited to, changing configurations, parameters or increasing power; (iii) Customer fails to comply with the Regulatory Matters section, (iv) Customer's use of the FRMZ Services or FRMZ Equipment poses a security or service risk to AT&T or may subject AT&T to liability, damages or danger, (v) AT&T receives notice or otherwise determines, in its sole discretion that Customer may be using the FRMZ Equipment or FRMZ Services for any illegal purpose or in a way that violates the law or violates, infringes, or misappropriates the rights of AT&T or any third party, (vi) AT&T determines, in its sole discretion, that providing consent to Customer to deploy the FRMZ Equipment is prohibited by applicable law, or has become impractical or unfeasible for any legal or regulatory reason, (vii) Customer otherwise uses the FRMZ Equipment or FRMZ Services in a way that disrupts or threatens AT&T's network, or the systems, services, or network of any other carrier.

SD-7. Glossary

Section Effective Date: 30-Sep-2018

Glossary	
Acronym	Description/Definition
Area of Operation	A finite and bound geographical area in which AT&T is permitted to provide and the Customer is permitted to use the FRMZ Services and FRMZ Equipment.
AT&T	AT&T Corp. or its subsidiaries and affiliates that provide wireless voice and data services and FRMZ.
Closed Network- Semi-Private	A Semi-Private Network in which the equipment allows only a select list (User List) of AT&T Customers to access the equipment used to provide FRMZ Services. All FRMZ users can access any FRMZ Equipment and Services within their service area.
Customer Premises	The property associated with the location of the FRMZ Equipment and owned or leased by the Customer and or including Customer assets such as Vehicles or Sites AT&T may be required to access in order to engineer, furnish or install the FRMZ Equipment.
FRMZ	First Responders Mobility Zone; the name under which the FRMZ Equipment and Services are marketed by AT&T.

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Glossary	
Acronym	Description/Definition
FRMZ Equipment	Equipment offered by AT&T as Purchased Equipment used to provide FRMZ, including wireless receiving and transmitting equipment and related equipment including, but not limited to, satellite, routing/modem, amplifiers and other network.
FRMZ Services	FRMZ Wireless Service and FRMZ Satellite Service. FRMZ Services are only available for use in No Service Areas or Underserved Areas subject to all applicable local and federal law.
FRMZ Wireless Services	Wireless data service offered by AT&T over 4G LTE or future cellular networks, together with ancillary or incidental AT&T services necessary to provide the Wireless Services.
Licensed Areas	Areas in which AT&T is licensed by the FCC or other applicable agency to broadcast radio frequency on channels assigned to AT&T.
Line of Demarcation	The Line of Demarcation is the point in which a system cannot cross without authorization from AT&T. The Line of Demarcation, when installed on in conjunction with FRMZ is also the point where the system will disable, not be On Air, lose functionality or emergency call routing (i.e., 911) based on both foreseen and unforeseen network, personnel, spectrum or geographical constraints.
No Service Area	As an area in which there is unsuitable signal to carry a mobile data session.
On Air	When FRMZ Equipment is transmitting radio frequency and/or has mobile phones attached to the AT&T network with the ability to process data services.

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Glossary	
Acronym	Description/Definition
RF Profile	The radio frequency (RF) emissions characteristics as a function of the Equipment output power, external power boosters, antenna placement, antenna pattern, as well as RF reflected and refracted power from the Equipment due to nearby installed facilities as applicable to AT&T-supplied equipment and AT&T prescribed placement of the antenna. Changing any of these variables results in a change of the RF Profile.
Public Safety Answering (or Access) Point or PSAP	A geographically based call center responsible for answering calls to an emergency telephone number for police, firefighting, ambulance or other emergency services.
Service Start Date	A date mutually agreed upon by AT&T and Customer to turn on the functionality of FRMZ Services.
Site	A temporary deployment location for FRMZ Equipment including, but not limited to, field deployments or ad-hoc configurations related to ground or personnel forward deployments.
Underserved Area	An area in which intermittent yet frequent coverage problems prevent the Customer from conducting cellular data sessions. An area may be underserved due to limited radio frequency coverage
User List	The list of authorized users that are permitted to access and use FRMZ Services, including, but is not limited to, the following information: user's phone numbers, SIM information and user's equipment information (i.e., phones, data cards, laptops and tablets).
Vehicle	A mobile but terrestrial bound enclosure such as a car, truck, trailer, or military equipment that houses Equipment.

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Pricing (P)**P-1. Rates and Charges***Section Effective Date: 30-Sep-2018*

Pricing for FRMZ Equipment, FRMZ Satellite Service and FRMZ Network Management is on an individual case basis as set forth in the applicable Pricing Schedule or Service Order. Discounts are not available for FRMZ.

End of Service Guide

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