

AT&T Internet Air® for Business Professional Installation Services Attachment

Last Revised August 28, 2025

1. General. Provided Customer is in compliance with the Agreement and meets the eligibility requirements set forth below, AT&T will make available to Customer the option to purchase professional installation services for an eligible AT&T Internet Air for Business 5G Gateway device, as described more fully in this Attachment (the **AIA-B Pro Install Services**). Defined terms used in this Attachment but not defined herein have the meanings set forth elsewhere in the Agreement.

2. Eligibility Restrictions. AIA-B Pro Install Services are only available in connection with the purchase from AT&T of both an eligible AT&T Internet Air for Business 5G Gateway device and a compatible AIA-B Plan. AIA-B Pro Install Services are not available for any other make/model of router or gateway device, whether “bring your own” or purchased from AT&T. Additionally, AT&T Pro Install Services are not available (a) in New York, Hawaii, Alaska or U.S. territories or (b) at residential business addresses.

3. AIA-B Pro Install Services.

3.1 Pricing. AT&T will provide the AT&T-B Pro Install Services for a one-time service charge of \$225.00 per eligible AT&T Internet Air for Business 5G Gateway device installed at Customer’s qualified AIA-B Site. Such service charge does not include applicable taxes or the prerequisite and separately purchased (a) AT&T Internet Air for Business 5G Gateway device and (b) AIA-B Plan.

3.2 Scheduling. AIA-B Pro Install Services are only performed Monday - Friday, 9:00 a.m. to 4:00 p.m. local time, excluding holidays. Following receipt of Customer’s order for an AT&T Internet Air for Business 5G Gateway device with the AIA-B Pro Install Services and AIA-B Plan, AT&T will provide an email confirmation to the Customer’s order placer that contains an installation date and time (within a 4-hour arrival window). Such scheduled installation date will be no earlier than 5-7 business days after the date of the AT&T Internet Air for Business 5G Gateway device order to allow for shipment to Customer’s designated service address. Customer may request to reschedule the installation date to a mutually agreeable date and time by contacting Customer’s assigned AT&T account representative (if applicable) or Business Care at 800-331-0500 at least 3 business days in advance. Customer may also request to cancel the AIA-B Pro Install Services by calling Business Care at 800-331-0500, but AT&T will refund the applicable service charge described in Section 3.1 above only if Customer makes the cancellation request at least 3 business days in advance of the scheduled installation date. Customer is advised that AT&T will not refund the service charge in the event that AT&T completes the AIA-B Pro Install Services but Customer subsequently elects to return or exchange the AT&T Internet Air for Business 5G Gateway device in accordance with AT&T’s 30-day Corporate Responsibility User return policy detailed at att.com/returns.

3.3 Customer Obligations. Prior to AT&T providing the AIA-B Pro Install Services, Customer must:

- provide a designated point of contact at the Customer’s designated service address to confirm receipt of the AT&T Internet Air for Business 5G Gateway device, provide access to the AIA-B Site, and coordinate with AT&T regarding the AIA-B Pro Install Services;

- provide access to an AIA-B Site that Customer owns or controls and that is sufficient, climate controlled, and in such a condition to allow installation and proper initial testing and operation of the AT&T Internet Air for Business 5G Gateway device; and
- have obtained, at Customer's sole responsibility and expense, any and all required permits, approvals and consents from any and all applicable parties (including, but not limited to, any lenders or landlords) sufficient to allow AT&T to provide the AIA-B Pro Install Services at the AIA-B Site. Customer is solely responsible for all electricity, HVAC and any other utility required or consumed by the AT&T Internet Air for Business 5G Gateway device.

3.4 AT&T Deliverables. The AIA-B Pro Install Services will be provided by an AT&T Field Operations – Business technician and include the following installation services with respect to an AT&T Internet Air for Business 5G Gateway device:

- Unpacking and inspecting the device;
- Utilizing the AT&T Internet Air for Business Device Location Tool to identify a recommended location at the AIA-B Site for placement of the device;
- Installing the device at the recommended location, using a customer-supplied power outlet;
- Testing the device, including performing a speed test (*Note: performance, experience and speeds will vary with the AIA-B Plan and are not guaranteed*);
- Installing one CAT6 patch cable, up to 10 feet in length, from the device's LAN port to the Customer's designated switch port; and
- Removing device packaging materials from the AIA-B Site.

The following optional installation services are also available, if applicable:

- Installing an AT&T Internet Air for Business 5G antenna at the AIA-B Site (using the antenna's pre-terminated coax cables) if Customer purchased such accessory at the time of device purchase;
- Installing a Wi-Fi Extender (using a wireless/mesh connection) at the AIA-B Site if Customer purchased such accessory at the time of device purchase;
- Configuring static IP address if Customer has separately purchased a shared or custom APN assignment through the optional AT&T Private Mobile Connection service (see the AT&T Private Mobile Connection Attachment at the Program Website for details);
- Installing (a) one CAT6 4-pair Unshielded Twisted Pair plenum-rated cable up to 300 feet in length, (including patch cords), (b) up to two 1-port surface mount block(s) with RJ-45 snap-in jacks (or similar configuration), and/or (c) up to two non-plenum rated CAT6 patch cords to enable Customer to connect its other devices to the AT&T Internet Air for Business 5G Gateway device.

When accessing the AIA-B Site, AT&T will comply with Customer's reasonable security procedures and protocol.

4. Disclaimer of Warranties. The AIA-B Pro Install Services are provided on an "as is" basis, and, notwithstanding anything to the contrary elsewhere in the Agreement, AT&T makes no representations or warranties, express or implied, and specifically disclaims all representations and warranties of any kind, whether express or implied, including but not limited to warranties of merchantability, fitness for a

particular purpose, title, and non-infringement and warranties arising by usage of trade or course of dealing.

5. Additional Definitions.

5.1 AIA-B Plan means an available fixed wireless rate plan for AT&T Internet Air for Business service, which can be found at att.com/abs-addtl-terms, that is purchased separately by Customer for use with the AT&T Internet Air for Business 5G Gateway device.

5.3 AIA-B Site means a physical location inside a building located at the Customer's designated non-residential business service address for the AIA-B Plan.

6. Incorporation of Agreement. The terms, conditions and defined terms set forth in all documents comprising the Agreement (including, without limitation, this Attachment) apply throughout all such documents. In the event of any expressly conflicting provisions between this Attachment and the remainder of the Agreement with respect to the subject matter of this Attachment, the terms and conditions of this Attachment will control but only with respect to the AIA-B Pro Install Services.