



AT&T Cloud Voice Attachment

Effective July 19, 2024

1. General. Pursuant to the terms and conditions of Customer's Agreement (including, without limitation, this Attachment), AT&T will provide Customer with AT&T Cloud Voice Service (the "Service") for its specified CRU lines of service. This Service allows a Customer to connect its CRU user telephone numbers under a participating AT&T business mobility voice plan to the Customer's separately obtained cloud collaboration platform (the "Platform"). Customer will use a designated portal to assign each CRU user's primary phone number and PSTN calling plan to the CRU user's account on the Platform.

2. Available Platforms.

The Service is currently available for the following Platforms:

- Microsoft Teams Phone Mobile
- Cisco Webex Go.

3. AT&T Cloud Voice Service Overview.

AT&T Cloud Voice enables a Customer using a Platform to use its CRU telephone numbers and the AT&T wireless network to make and receive voice calls rather than rely on the Platform's VoIP calling system. Once the Customer completes the Service onboarding and ordering process AT&T will activate the Service on the selected Platform for the Customer designated telephone number(s). After that, AT&T will route all traffic to and from telephone numbers on the Platform via the PSTN as needed to complete calls using the AT&T wireless network. Each AT&T Cloud Voice phone number can only be used on one cellular device and with only one Platform at a time. Customer is responsible for the assignment of telephone numbers in the Platform.

4. AT&T Cloud Voice Service Features. After Customer adds the Service to a CRU user telephone number for use with a Platform, the CRU user's AT&T Mobility service will change in the following ways:

4.1. Visual Voicemail – Visual Voicemail Service will continue to be provisioned on the CRU user's account if the Visual Voicemail Service were activated prior to addition of the Service. No previous visual voicemail messages will be automatically deleted by the activation of this Service's Visual Voicemail feature and such previous visual voice mail messages are available by dialing one (1) on the native dialer.

4.2. Call Forwarding and Voice Mail: The call forwarding feature on a CRU device will automatically be disabled to allow the Platform to forward incoming calls to the Platform's hosted

voicemail service. Voicemail service for the CRU user will therefore be provided and retained by the Platform for the CRU user.

4.3. Secondary Device Calling – Once registered with the Customer’s selected Platform secondary devices such as IP-Phones, Laptops, Desktops, and mobile devices using VoIP applications may originate and answer calls using the CRU user’s mobile telephone number and calling plan. Any calls made from any secondary device such as a long-distance call will be rated against the CRU user’s mobile voice and data plan as applicable.

4.4. Emergency Calling. If the CRU user uses a native dialer on a qualified cell phone to dial 911, AT&T will route the call based on where the user is located. If the user calls through the Platform app on their phone, laptop, tablet, or desktop; or a fixed desk IP Phone that uses a data network connection, the address in the Platform will be used to route the call.

Customer is responsible to update the 911 address for each CRU user according to Platform's management policies. If a user does not have an address set up in the Platform and calls 911 from a Platform app or a connected IP phone, the call will be connected to an Emergency Call Relay Center (ECRC) to determine and/or verify the address.

Customer must test emergency calling for all CRU numbers and ensure that the address in the applicable local emergency number management system is correct.

Customer is solely responsible for informing CRU users about any emergency calling limitations including making 911 calls over Wi-Fi during a power outage. Failure to provide this information could result in emergency calls failing or being misrouted or delayed, and thus prevent a timely emergency service response.

5. General Requirements, Billing Terms, and Usage Limitations

5.1. General Requirements. To use the Service, Customer’s CRU lines must be: (a) provisioned with a qualified AT&T business mobility voice and data plan; and (b) using a compatible smartphone or other eligible voice and data capable device.

6. Miscellaneous

6.1. Limitations and Restrictions. The Service is not compatible with the following features: AT&T Office@Hand Wireless, AT&T NumberSync, including but not limited to devices using AT&T NumberSync such as smartwatches and Alexa speakers. Service may only be used with a single Platform at one time. AT&T Cloud Voice Wireless Platforms are mutually exclusive. Incompatible Platforms and features must be removed prior to Service enablement and may not be added while Service is active.

6.2. Support. Support for Platform related issues is provided by the Platform vendor. AT&T provides support for AT&T Cloud Voice Service issues (Sections 4.1 – 4.4 above) through the AT&T Advanced Solutions Care Help Desk (dial 888-334-3787 plus Customer’s PIN) during normal hours

of operation (i.e., 9 AM ET to 9 PM ET daily). If Customer does not have a PIN, Customer should contact its account team representative or regular support center.