

# AT&T Message Archiving

## Archive SMS and MMS on Agency Mobile Phones

Workers are now using corporate mobile phones just as much, if not more than, their desk phones. At the same time, agencies are being charged with making sure the processes they have in place to meet compliance requirements extend into the mobile environment.

Many agencies have already transitioned their processes to SMS and over-the-top messaging, and are now facing challenges with compliance and meeting the needs of their vertical processes (e.g., responding to citizens and technicians texting each other). Even on agency subscribed devices, SMS, MMS and OTT messaging can be notoriously hard to manage for IT organizations.

Compliance around Public Records Requests in government and numerous other regulations and policies make it imperative to restrict, manage, archive, audit and control mobile messaging. This is not easy with an ever-increasing variety of messaging solutions and technologies.

With AT&T Message Archiving, all SMS and MMS messages placed from or terminating to a provisioned AT&T agency subscribed mobile phone, are temporarily stored by the network and sent to a storage location specified by the customer. Messages are also captured when a user roams on a covered non-AT&T network.

### Network-based solution

Gaining user acceptance for any new solution can be a challenge. In fact, recording applications that reside on a device are more

likely to be bypassed if they require extra log-ins or users to interrupt the call or disrupt their normal, familiar workflow.

With network-based AT&T Message Archiving:

- Agency subscribed device users make and receive messages in the usual way, using their own mobile phone number and the AT&T wireless network
- Automated storage and processes require minimal user intervention
- Message storage takes place within the AT&T network and helps avoid re-routing and connection time delays that can frustrate users and customers

### Helps with compliance

The truth is, you can't always depend upon your personnel to operate in a way that supports your compliance initiatives. For example, if a storage application resides on users' devices, they may either forget to turn the function on, or they may opt to turn it off, potentially violating compliance policies that require a message to be stored.

To implement a program that helps you comply with regulations that require the capture, storage and retrieval of messages, AT&T Message Archiving:

- Stores originating and terminating SMS and MMS messages for provisioned users who are on the AT&T Mobility network
- Allows you, and not the device user, to maintain control over what is stored and when

### Potential Benefits

- An enterprise-class mobile message storage solution
- Helps meet legal/regulatory requirements where storage of SMS and MMS messages is required
- Helps institute internal policies regarding use of mobile devices in the workplace
- Simple setup: Network-based service, device agnostic with no need to install or manage mobile applications
- No change in user behavior needed for message storage: no mobile app installation, authorized users of the service automatically have their messages stored, with storage parameters set by the enterprise
- Can integrate into an existing email archiving infrastructure

### Features

- Captures SMS, MMS, and attachments on provisioned agency subscribed AT&T mobile phones
- Customers can choose from two storage options: Customer on-premise storage or AT&T hosted storage
- Messages are stored even when roaming on a covered non-AT&T network
- Complements the AT&T Mobile Call Recording (MCR) Solution

- Sends message files and related metadata to your designated storage location
- Enables you to centralize storage of stored message data to quickly retrieve, sort and find messages
- Complements AT&T's Mobile Call Recording (MCR) solution

**Depend on enterprise-class services**

Why rely on a device, application or users for message storage, when you can tap into the AT&T mobile network instead? With AT&T's network, we can help you extend and expand message storage services to employees across the agency.

From the built-in wireless connections that enable message storage, to the highly secure and reliable technology infrastructure that support them, AT&T can be your single provider for enterprise-class mobile message storage services you can depend on.

**How it works**

The agency admin provides consent for the service and AT&T enables Message Archiving service on the selected AT&T mobile phones. All SMS and MMS messages that originate from or terminate to these phones are temporarily stored on the AT&T Mobility network.

**AT&T Message Archiving at Work**

**Comply**

Use it as part of your program to help comply with government, legal and industry regulations for mobile message storage across a variety of industries and government agencies, including financial services, legal and others.

**Verify**

Financial companies can use it to verify trades and other transactions with customers. Insurance companies can use it to check stored messages to validate pre-authorized coverage for a claim.

**Audit**

Store message conversations with customers to monitor and document performance and identify areas for improvement.

**Train**

Use message storage from seasoned and successful personnel to guide new workers in creating positive interactions that support your customer service initiatives and corporate policies.

**Mobilize**

Free personnel from the confines of the office, while still storing their phone messages. Let workers, such as insurance adjusters, capture and document messages while they are in the field to improve efficiency and productivity.

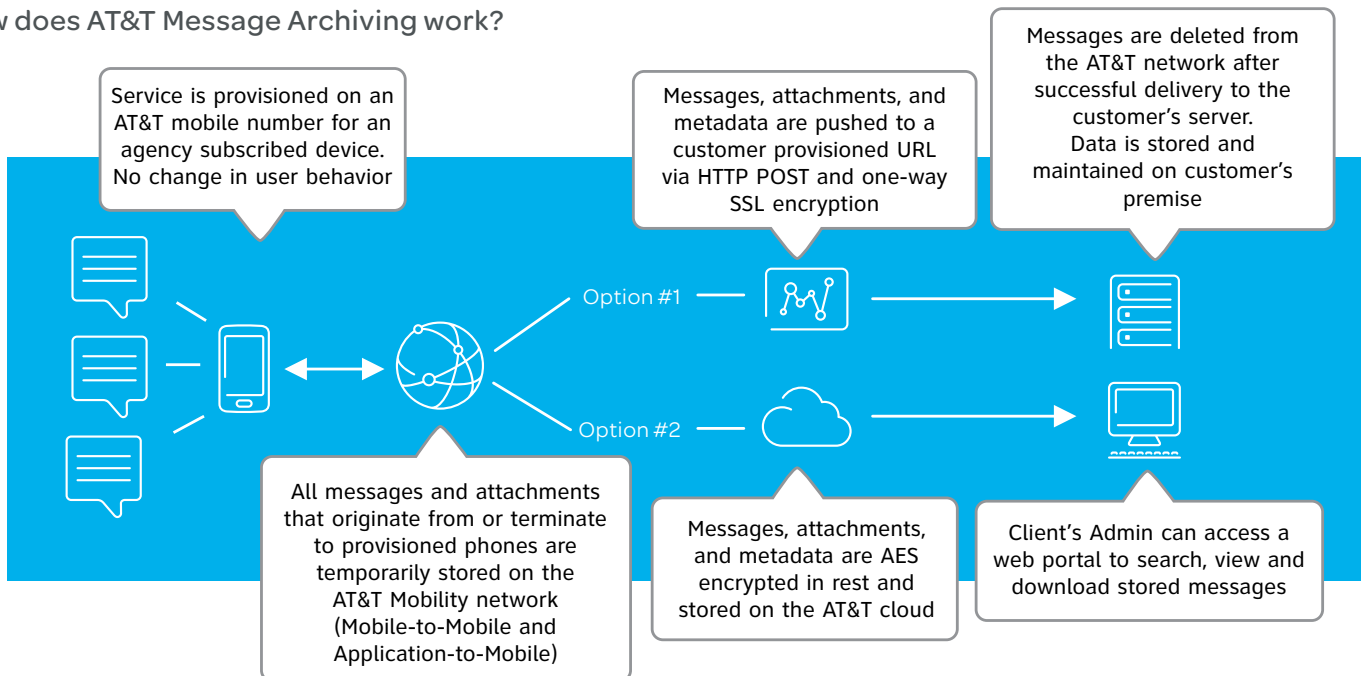
**Resolve**

Get to the bottom of complaints with a complete record of messages to help resolve issues more quickly and create a record of discussions about disputes.

**Supervise**

Enable on-going monitoring and review of enterprise messaging traffic. Enable firms to evaluate individual and team performance. Identify messages that may pose compliance risk.

**How does AT&T Message Archiving work?**



Customers can choose from two storage options:

**Option 1: Agency on-premise storage**

Stored messages are pushed in near real-time to a customer provided URL via HTTP POST and one-way SSL encryption. After a successful push, stored messages are deleted on the AT&T side. If the push fails, retries will occur for an additional 5 days until deletion by AT&T. Messages are stored even when the user is roaming on a covered non-AT&T network. All pushed messages are then encrypted, stored and viewed on the customer premise; no further end user action is required for message storage.

**Option 2: AT&T hosted storage**

Stored messages are encrypted and stored on the AT&T cloud. The enterprise Admin can access a web portal to search, view and download stored messages (Archival as a Service). Messages are stored even when the user is roaming on a covered non-AT&T network. No further end user action is required for message storage.

**Pricing options**

AT&T Message Archiving is deployed by adding an individual feature to each agency subscribed AT&T mobile phone.

Individual Plan	Price (Monthly Recurring Charge)
AT&T Message Archiving – Customer on-premise storage	\$5/month per covered device
AT&T Message Archiving – AT&T hosted storage	

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

**Important Information**

**General** - AT&T Message Archiving as described in this sales information (the "Solution") is available to eligible government customers with a qualified AT&T agreement ("Qualified Agreement"). The Solution is subject to (a) the terms and conditions found at <https://messagearchiving.att.com/legal> ("Additional Product Terms"); (b) the Qualified Agreement; and (c) applicable Sales Information. Additional Product Terms not allowable under applicable law will not apply, and the Qualified Agreement will control in the event of any 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 the Solution. The Solution may not be available for purchase in all sales channels or in all areas and may not be accessible at all times. The Solution may require additional, software, hardware, services and/or network connections. Availability, accessibility, security, delivery, speed, timeliness, accuracy and reliability are not guaranteed by AT&T. Wireless service is subject to transmission limitations and terrain, system, capacity and other limitations. Not all device types are supported. Check with your Sales representative for excluded device types. Additional fees, charges, taxes and other restrictions may apply. Offer subject to change.

**Emergency Notification/Personal Health Information** - AT&T Message Archiving must not be used as the primary or sole method of storing messages that contain information that is essential to the protection of life or property. First responders should not rely on AT&T Message Archiving for such situations. Customer may not use AT&T Message Archiving to store Protected Health Information ("PHI").

**Requirements** - The Solution requires Internet access, for which customer is solely responsible. AT&T wireless coverage maps are available at [www.wireless.att.com/coverageviewer](http://www.wireless.att.com/coverageviewer).

**Messages** - Customer is solely responsible for the content of all Messages customer stores using the Solution. AT&T has no responsibility for the accuracy, completeness, safety, reliability, timeliness, innocuousness, legality or applicability of any Message. Customer's Messages stored by customer or its selected third party are stored at customer's own risk. Messages may not be successfully downloaded for reasons such as the device not working properly, being switched off or out of range, or the storage medium having insufficient message storage space. For Messages to be stored by customer, Messages sent and received using the Solution will be retained by AT&T for a period of five (5) days or until the message is downloaded by customer, whichever time period is shorter. Messages are deemed to have been delivered when they are delivered to the immediate destination, including mobile telephone networks, or any other intermediary server /API that is designated as the point of delivery for the Message. Delivery on behalf of mobile carriers is not guaranteed. Messages stored by AT&T will be retained for a period of up to seven (7) years and as long as customer remains an AT&T customer. The actual retention period (up to 7 years) will be set by customer, and customer may also download and store the Messages for as long as it wishes. All Messages stored by AT&T will be deleted within 30 days of service termination or expiration and cannot be recovered. As between AT&T and customer, all Messages are customer information, to which AT&T makes no claim of ownership.

**Disclaimers** - Rich Communications Services ("RCS") messages between RCS-enabled devices are not archived. AT&T and its suppliers disclaim all Service Level Agreements (SLAs) or guarantees with respect to the performance of the Solution. The storage delivery time of Messages is dependent upon the conditions prevailing at the time of submission, and the actual delivery and/or delivery of Messages within a specific period of time are not guaranteed. AT&T and its suppliers disclaim any warranty, express or implied, that customer's use of the Solution will meet Customer's requirements, that use of the Solution will be uninterrupted, timely, secure or free from error, or that any information customer obtains as a result of using the service will be accurate or reliable. The Solution is provided on an "AS IS" and "as available" basis, and customer's use of the service is at its sole risk. AT&T and its suppliers disclaim all liability related to or arising out of customer's use of the Solution, AT&T and its suppliers disclaim all liability to customer for customer's inability to access the Solution for reasons beyond their control, including but not limited to cases in which customer attempts to send Messages to any non-supported, restricted, blocked or unavailable wireless phone numbers or devices.

**Customer Responsibilities** - Customer is responsible for managing, maintaining and securing information about individual recipients and group distribution lists used in connection with the Solution. Customer is solely responsible for ensuring the accuracy of phone numbers entered into the AT&T Message Archiving address book and group distribution lists, and customer is responsible for removing any unwanted phone numbers from the Solution's address book and group distribution lists. Customer must inform users that Messages may be retained regardless of whether they have been deleted by individual Users and the period of time that Customer will retain the Messages. Customer is solely responsible for all uses of the Solution by its users. If customer is in breach of any terms or conditions hereof or the Qualified Agreement, then in addition to any other remedies set forth in the Qualified Agreement, AT&T may refuse new activation requests and/or modify or terminate customer's use of the Solution. Customer may only access the Solution via the interface purchased and by no other means. Customer may not access (or attempt to access) the Solution through any automated means (including use of any scripts, web crawlers spiders, robots, site/search retrieval application) especially for the creation of user accounts. Customer is solely responsible for safeguarding its access to the Solution. Customer must take all reasonable steps to ensure that customer's passwords, and username(s) are not disclosed to unauthorized third parties or compromised in any way. Further, Customer is solely responsible for all activities that occur in connection with its account. If customer becomes aware of any unauthorized use of its password(s) or of its account, customer must immediately notify AT&T Customer Care at 866-563-4703 or via use of the Support link on the Service Portal.

**Reservations** - AT&T reserves the right to modify or enhance the features or capabilities of the Solution, including Message limits, at any time with or without notice. AT&T reserves the right to change, suspend, terminate, remove, impose limits on the use or access to, or to disable access to the Solution for any reason at any time without notice and will have no liability to customer or any third party for doing so. AT&T reserves the right to conduct work at a remote location or use, in AT&T's sole discretion, employees, contractors or suppliers located outside the United States to perform work in connection with or in support of the Solution.

**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 end users, and will camouflage or securely encrypt Customer Personal Data in a manner compatible with the service. As used herein, the term Customer Personal Data includes, without limitation, name, phone number, email address, wireless location information or any other information that identifies or could reasonably be used to identify Customer or its Users. Customer is responsible for providing Users with clear notice of AT&T's and customer's collection and use of Customer Personal Data obtained via AT&T Message Archiving and for obtaining Users' consent to that collection and use. Customer may satisfy its notification requirements as to AT&T by advising Users in writing that AT&T and its suppliers may collect and use Customer Personal Data by providing for User review the relevant links to the Product Brief or other sales information that describes AT&T Message Archiving and to AT&T's Privacy Policy at [www.att.com/privacy](http://www.att.com/privacy).

**Messages, Privacy and SPAM** - AT&T is a strong supporter of a SPAM-free communication environment. Any account found to be using the Solution for SPAM may be suspended without notice, and Message volume will be throttled on accounts deemed to be sending SPAM messages. If customers knows of or suspect any violators, please notify AT&T immediately at [mobilityabuse@att.com](mailto:mobilityabuse@att.com) or deliver an SMS message to 7726. Notwithstanding AT&T's anti-SPAM commitment and procedures, it is customer's responsibility to comply with all applicable SPAM and privacy regulations and guidelines in each jurisdiction where messages are transmitted, distributed or received. Customer may not use the Solution to store any communication that would violate any applicable federal, state or local law, court order or regulation, including but not limited to the Telephone Consumer Protection Act, 47 U.S.C. § 227 ("TCPA"), the rules governing the DoNotCall Registry, currently found at [www.donotcall.gov](http://www.donotcall.gov), and the CAN-SPAM Act. Use of the Solution is subject to the AT&T Acceptable Use Policy, which can be found at <http://www.att.com/aup>. Customer and its users must cooperate with AT&T and/or governmental authorities in investigations alleging a violation or prohibited use of the Solution.

