



AT&T Cloud Voice Attachment

Effective February 14, 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 and data 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.** Webex Go is currently available as an ACV enabled Platform for CRU lines. To learn more please see the Cloud voice solutions tab at:
<https://www.business.att.com/portfolios/collaboration.html>
- 3. 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:

 - 3.1. 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.
 - 3.2. 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 by the Platform to the CRU user.
 - 3.3. Enhanced Network Experience.** Customers on eligible rate plans will benefit from network Quality of Service ("QoS") resources to receive a differentiated (i.e., enhanced versus "best effort") network experience for their Platform collaboration and communication data traffic originated on and traversing over the AT&T-owned and operated domestic mobility network. An enhanced, or higher, QoS is particularly valuable during times of network congestion. Once enabled this feature will provide QoS treatment for all eligible business application data to the applicable CRU device.
 - 3.4. 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.

4. 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.

5. Miscellaneous

5.1. Limitations and Restrictions. The enhanced network experience feature used with or included in the Service is available only within the AT&T Domestic Coverage Area (i.e., the United States) and only for Customer's eligible data traffic originated on and traversing over the identified AT&T-owned and operated domestic network, and is not to be used for any data traffic originated on or over the Internet, other than Customer's eligible data traffic as described in this Attachment. The Service with enhanced QoS does not offer preemption capabilities, does not prioritize Customer's eligible data traffic ahead of all other data traffic since other data traffic may receive a similar or higher QoS, and does not enhance QoS when customer already has the equivalent of the maximum QoS provided by the Service.

5.2. Support. Support for Platform related issues is provided by the Platform vendor. AT&T provides support for AT&T Cloud Voice Service issues (Sections 3.1 – 3.4 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.