

1. General

Pursuant to the terms and conditions of Customer's Service Agreement (including, without limitation, the terms and conditions set forth below and those in an applicable Wireless Data Service Plan which shall control in the event of a conflict), AT&T will provide Customer with the AT&T Business Fast Track Solutions (the "Service"). AT&T Business Fast Track Solution uses Quality of Service ("QoS") network technology to enable Customers to receive a differentiated network experience for up to 10 GB/month of eligible data traffic originated on and traversing over the AT&T-owned domestic 4G and 5G network (i.e., excluding microcells, AT&T Wi-Fi service, roaming partners' networks). During times of network congestion, selection of an enhanced QoS may provide an improved customer experience.

2. AT&T Business Fast Track

AT&T Business Fast Track provides Customers with the ability to prioritize business application data with the Critical Data QoS (as defined in the Definitions section of this Service Guide). AT&T Business Fast Track is intended for use with high priority business applications, such as dispatch, logistics, customer relationship management and field force automation. AT&T Business Fast Track works on an "Always On" basis and is available with select AT&T Wireless Data Service plans. The amount of data qualifying for AT&T Business Fast Track treatment is 10 GB per line per month unless defined differently in a Wireless Data Service Plan and all data on the CRU line will receive Business Fast Track treatment until the applicable limit is met. After the cap is reached, all data will receive the standard Quality of Service level provided by the applicable Wireless Data Service Plan.

3. AT&T Business Fast Track – Use with a Bundled Offer

AT&T Business Fast Track is available as a standalone service when used with certain legacy rate plans and now as part of a bundled offering with certain Wireless Data Service Plans, such as AT&T Business Unlimited Elite, AT&T Mobile Select Priority - Pooled, AT&T Wireless Broadband, as well as with AT&T Enhanced Push-to-Talk. Additional terms and conditions for the use of AT&T Business Fast Track as part of a Bundled Solution are set forth in the Bundled Service Sales Information found at att.com/abs-addtl-terms, as such Sales Information may be modified by AT&T from time to time.

4. AT&T Business Fast Track – General Requirements, Billing Terms and Usage Limitations

4.1. General Requirements

To use the Service, Customer's CRU lines must be: (a) provisioned with a qualified Wireless Data Service Plan; and (b) using a 4G/5G compatible smartphone, tablet or other eligible wireless device.

4.2 Billing Terms

Each AT&T Business Fast Track Solution is billed on a monthly recurring charge basis at \$10.00 per month per line, (unless the feature is bundled with a Wireless Data Service Plan), beginning

in the month on which the Service is placed on each CRU line. All charges exclude applicable taxes, fees and surcharges.

4.3 Usage Limitations

Usage of each AT&T Business Fast Track Solution is limited to 10 GB per line per month unless defined differently in a Wireless Data Service Plan. After the allotted GB have been used, all traffic is handled on a “best efforts” basis. Any unused data below the allotted GB limit is forfeited at the end of each month, cannot be carried over, and is not subject to refund. No proration of the monthly charge is available for termination prior to the end of a billing cycle.

5. Miscellaneous

5.1. Limitations and Restrictions

The Service: (a) is available only within the 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 domestic 4G/5G network; (b) 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 Service Guide. Usage with a compatible 4G/5G device; and (c) each CRU line may have only one AT&T Business Fast Track option provisioned on it. AT&T Business Fast Track Solutions offering access to Critical Data QoS do not provide priority network access, do not offer preemption capabilities, and do not prioritize Customer’s eligible data traffic ahead of all other data traffic, as other data traffic may receive a similar or higher QoS. In addition, AT&T Business Fast Track Solutions may not be used with applications primarily intended for use by consumers, including but not limited to, (a) mobile video transmission applications, (b) applications that transmit data to and receive data from all or substantially all Internet endpoints, and (c) video streaming applications.

5.2 AT&T Advanced Solutions Care – Help Desk

AT&T will provide Service-related support to a Customer designated representative for the Service 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 a Customer does not have a PIN, it should contact its account team representative or regular support center.

5.3 Product Change or Discontinuation

AT&T may modify the pricing and/or terms of, or discontinue offering or providing, the Service at any time for any reason.

6. Definitions

Definitions	
Term	Definition
Critical Data QoS	A network service level that prioritizes eligible data, resulting in an enhanced network experience that is better than “best efforts”, which benefits Customer during times of network congestion. Critical Data QoS provides a higher level of priority than Interactive Data QoS.