

IMPORTANT INFORMATION

Satellite Solutions: Eligibility: Available only to Public Safety Entities with a valid business or government agreement (“Agreement”) that incorporates terms for FirstNet services and solely for use by Agency Paid Users. Satellite Solutions are subject to the terms of the Agreement. Discounts under the Agreement do not apply to the Satellite Solutions. Priority and preemption capabilities are not available with Satellite Solutions.

Requirements: All Satellite Solutions require the purchase of designated equipment from AT&T and a compatible Prepaid Rate Plan. **Satellite Service Provider:** Inmarsat Commercial Services, Inc. (“IC”) and its subcontractors are providing the Satellite Solutions to AT&T for resale. IC and its suppliers are responsible for equipment kitting and configuration; satellite service set-up, delivery and provisioning; voice and data satellite communications (“Satellite Service”); certain aspects of customer care; and other service-related functions. AT&T as the party contracting with Customer is responsible for receiving and placing Customer orders, billing, and account issues.

Satellite Service: AT&T AND ITS SUPPLIERS ASSUME NO LIABILITY FOR, AND SPECIFICALLY DISCLAIM, ALL CLAIMS FOR DAMAGES ASSOCIATED WITH SERVICE OUTAGES.

Availability of Service; Service Limitations: Service is generally available to Customer’s Agency Paid Users using designated equipment within the satellite footprint. Availability of Satellite Service, security, speed, accuracy quality of coverage, and access to services on the satellite network are not guaranteed. Satellite Services are subject to transmission, terrain, system, capacity and other limitations. AT&T wireless products and features, Optional Programs and Supplemental Services are not compatible with Satellite Service.

Use Location Requirements, Capacity and Latency: Agency Paid Users must be located away from any large structures or trees and have an 80% view of the sky in order to use the Satellite Solutions. Satellite Service is not available indoors or in vehicles with a covered canopy/roof. Clouds or precipitation will generally not materially affect the Satellite Service, but buildings, terrain, foliage or other solid objects (including thick glass or wire mesh) may block direct line of sight to the satellite. Satellite Service is also subject to satellite capacity limitations, including but not limited to, satellite repairs and other maintenance activity. Satellite Service is subject to latency issues. **Telephone Numbers:** The Satellite Solutions require a separate telephone number for each piece of equipment. Customer has no property right in telephone numbers. **Data Transmission Use and**

Dropped Calls: AT&T and its suppliers make no representation as to the success of data calls placed using the Satellite Solutions. All data call attempts, regardless of ultimate successful transmission and termination, are subject to applicable charges and no credits will be issued for dropped or uncompleted calls. Customer is also responsible for any data transmission at optimum speed, whether intended or not. **Domestic Use:** Satellite Service is limited to domestic use. **Limitation of Liability:** To the extent not otherwise disclaimed in the Agreement, Customer’s sole remedy, for any claims related to service delays, degradation, outages or failures shall be a credit equal to a pro-rata adjustment of the cost of the Prepaid Rate Plan for the time period the service was unavailable during the applicable validity period, not to exceed ten percent (10%) of the cost of the Prepaid Rate Plan.

Equipment: Consists of terminals, phones and miscellaneous devices. Customers should contact their AT&T Sales team for information on currently available equipment.

Purchase: Customer must buy qualified, compatible equipment from AT&T’s direct sales channel; equipment is not available on web portals or AT&T retail locations. Customer provided equipment is not supported. AT&T reserves the right to add or delete available equipment without notice at any time. **Returns:** AT&T does not stock equipment for the Satellite Solutions and AT&T’s standard equipment return processes and policies do not apply; contact an AT&T representative for information about equipment returns.

Customer Obligations: Customer must ensure that all equipment is properly engaged and managed accordingly. Configuration and installation of hardware is the responsibility of Customer. Customer is solely responsible for installation, operation, quality of transmission, or maintenance of Customer’s equipment. **No Warranty:** All software and equipment is provided to Customer on an “as is” basis. Neither AT&T nor IC nor their suppliers offer any warranties or representations regarding equipment. Any warranties and/or representations are limited to those offered by the manufacturer of the equipment. All other warranties and representations are disclaimed pursuant to the terms of the Agreement and to the fullest extent permitted by law. **Professional Services:** Available at an additional charge and under a written agreement.

Prepaid Rate Plans: Customers purchase Voice and Data services by purchasing specific allotments of minutes or units on a prepaid basis (“Prepaid Rate Plans”) through the use of a card on which the plan is loaded. Prepaid Rate Plans are not refundable. **Activation:** The card and Prepaid Rate Plans are activated prior to shipment. **Expiration:** Customer must use all allotments on Prepaid Rate Plans within a specific validity period. Validity periods vary by Prepaid Rate Plans; contact an AT&T representative for validity period information. If Customer does not use the entire allotment of a Prepaid Rate Plan within the validity period, balances on the Prepaid Rate Plan will expire and no refunds will be issued for any unused balances. **Available Prepaid Rate Plans:** Set forth above. Subject to change without notice.

Usage: Each Prepaid Rate Plan has specific allotments for voice and/or data service. The allotments are denominated as “minutes” or “units”. Customer’s usage is decremented on a unit basis against Customer’s remaining allotments at a rate determined by the type of service (e.g., fixed line, steaming IP, ISDN) used by the Customer. Contact an AT&T representative for details on usage for a particular Prepaid Rate Plan. **Zero Balances: Plans do not automatically renew.** In the event that there is a zero balance of minutes or units on Customer’s plan, Customer will not be able to make any outgoing calls, except to add additional allotments to the Prepaid Rate Plan or to place an emergency call if the Prepaid Rate Plan validity period has not expired. Customer will still be able to receive calls, if the Prepaid Rate Plan validity period has not expired. **Additional Allotments:** Require purchase of an additional Prepaid Rate Plan on a currently active card. The new plan’s allotment will be added to Customer’s current plan balance. The expiry date of the additional allotments is the later of the end of the validity period for the additional allotment purchased or the end of the validity period for the initial Prepaid Rate Plan.

Vehicular Network System (VNS) Solutions: Provide Satellite Service and equipment for use with Customer-provided In-Vehicle Router (IVR), FirstNet Mobile Pooled plan, and LTE, Wi-Fi & GPS roof-mounted antenna. Not all IVRs supported; refer to Sales Information for supported IVRs. Solution availability may be limited or unavailable in the U.S. Pacific Territories. **VNS Requirements:** Customer must purchase VNS-compatible Equipment and Satellite Service. **VNS Compatible Equipment:** Available VNS-compatible Equipment is as specified in the Sales Information and subject to Equipment terms (see above). **VNS Satellite Service:** Customer must purchase a compatible Prepaid Rate Plan (see above terms). Specific data rates for voice and/or data service vary by plan; see Sales Information for details. Additional terms and conditions may apply.

Customer Support: AT&T FirstNet Customer help desk will provide Tier 1 support and assist with all billing charges reflected on the FirstNet bill. AT&T will transfer all other inquires to IC’s Inmarsat Network Operations Center (NOC) for resolution. The IC NOC is available 24x7x365. The NOC is responsible to support and resolve all Satellite Service related inquires. Equipment and Prepaid Rate Plan purchases are subject to AT&T’s direct sales channel’s policies and procedures and are subject to change.

Product Brief