

PRIVATE MOBILE CONNECTION (formerly COMMERCIAL CONNECTIVITY SERVICE (CCS)) – FRAME RELAY ATTACHMENT

Last Revised 12/20/17

1. **Private Mobile Connection – Frame Relay.** Pursuant to the terms and conditions of the Agreement and this Attachment, AT&T will provide Private Mobile Connection – Frame Relay to Customer.
2. **Definitions.** In addition to the defined terms found elsewhere in the Agreement, the following definitions apply to Private Mobile Connection – Frame Relay.
 - 2.1 **"Activation Date"** means that date on which data is capable of traversing the Private Mobile Connection – Frame Relay.
 - 2.2 **"APN"** means Access Point Name.
 - 2.3 **"AT&T Frame Relay Service"** means the legacy AT&T packet service described in the AT&T Business Services Guide for AT&T Packet Services found at <http://new.serviceguide.att.com>.
 - 2.4 **"Private Mobile Connection – Frame Relay"** means the logical connection between Customer's FES and AT&T's wireless network using Private Mobile Connection – Frame Relay in accordance with the terms and conditions of this Attachment.
 - 2.5 **"Connection Right"** means the right to connect to AT&T's wireless network through Private Mobile Connection – Frame Relay.
 - 2.6 **"CSU"** means channel service unit.
 - 2.7 **"DSU"** means data service unit.
 - 2.8 **"FES"** means Customer's fixed end system that includes, but is not limited to, Customer's host, server or gateway system that hosts the Customer's enterprise applications and specialized databases.
 - 2.9 **"Frame Relay Components"** means the facilities and AT&T Frame Relay Service components between Customer's FES and the AT&T wireless network including, without limitation, the frame relay port, and the PVC necessary to provide Private Mobile Connection – Frame Relay.
 - 2.10 **"Frame Relay Monthly Service Charge" or "Frame Relay Monthly Service Charges"** means the monthly charges payable by Customer in connection with Private Mobile Connection – Frame Relay more fully described in §6 of this Attachment.
 - 2.11 **"Host Application"** means a software or other enterprise application Customer intends to use in connection with Private Mobile Connection – Frame Relay.
 - 2.12 **"Internet"** means a network connecting many computer networks based on a common addressing system and communication protocol.
 - 2.13 **"IP"** means Internet Protocol.
 - 2.14 **"IP Charge" or "IP Charges"** means the monthly charges payable by Customer in connection with public static IP addresses or public dynamic IP addresses more fully described in §6 of this Attachment.
 - 2.15 **"kbps"** means kilobits per second.
 - 2.16 **"Order Due Date"** means a date approximately thirty (30) calendar days after AT&T formally places the order to build the necessary Frame Relay Components.
 - 2.17 **"Premises"** means Customer's facility where the FES is located.

2.18 "PVC" means a permanent virtual circuit.

2.19 "Set-Up Charge" or "Set-Up Charges" means the set-up and connection charges payable by Customer and related to Private Mobile Connection – Frame Relay, SMPP Connection, IP addresses, and/or custom APN, all as more fully described in §6.1 of this Attachment.

3. Connection Right and Limitations.

3.1 Connection Right. Subject to the limitations set forth in § 3.2, AT&T hereby grants Customer a Connection Right for use with one or more Host Applications.

3.2 Limitations.

3.2.1 The Connection Right is for a single Private Mobile Connection – Frame Relay; provided, however, Customer will receive, at no additional Set-Up Charge, a backup Connection Right for a second Private Mobile Connection – Frame Relay if Customer orders the backup Private Mobile Connection – Frame Relay together with the primary Private Mobile Connection – Frame Relay. (Additional IP Charges may still apply to the backup Private Mobile Connection – Frame Relay.) If Customer (a) declines to order a backup Private Mobile Connection – Frame Relay when ordering the primary Private Mobile Connection – Frame Relay or (b) orders one or more Private Mobile Connection – Frame Relays to supplement its primary and backup Private Mobile Connection – Frame Relays, then Customer must pay an additional Set-Up Charge and, as applicable, additional IP Charges for each additional Private Mobile Connection – Frame Relay. Customer acknowledges that, if there is a failure of the primary Private Mobile Connection – Frame Relay and Customer does not have a backup Private Mobile Connection – Frame Relay, Customer's End Users will not be able to connect to Customer's network or send data to, or receive data from, the Host Application.

3.2.2 The Host Application must be used solely in connection with the transmission of Customer's data to and from Customer's End Users using Service.

3.2.3 Customer must not offer, resell or otherwise make the Connection Right available to third parties.

3.2.4 The Connection Right is not exclusive.

3.2.5 Traffic originating from Customer's network may only be addressed to specified IP address ranges of its Equipment; traffic addressed to any other destinations will be silently discarded by AT&T's wireless network.

3.2.6 The Connection Right must not be used to send SMS messages, and no data or other content may be passed via an SMS message, either from a Host Application to an End User's Equipment or from an End User's Equipment to a Host Application; provided, however, that Customer may use the Connection Right to send SMS messages solely as a signal to activate an End User's Equipment.

3.2.7 Customer must only use equipment that meets quality standards set by the Federal Communications Commission and is certified by AT&T in advance of use. Customer agrees that AT&T has the absolute right to approve or disapprove any equipment used.

3.2.8 Not all AT&T Frame Relay Service capabilities, service level agreements, or features are available or interoperate with Private Mobile Connection – Frame Relay.

4. Customer's Responsibilities.

4.1 Install Router and Related Hardware. Prior to the Order Due Date, Customer must install, at Customer's sole expense: (a) a router with applicable serial interface card and CSU/DSU; and (b) the inside wiring between the demarcation point of the private line termination to the Customer's CSU/DSU at its Premises.

4.2 Access.

4.2.1 Preliminary Site Access. Customer must provide AT&T and/or its designee access to the Premises for site evaluation and testing prior to the Order Due Date.

4.2.2 Installation Access. Customer must provide AT&T and/or its designee access to the Premises during normal business hours to install, inspect, maintain, repair, remove, or otherwise deal with the Frame Relay Components. Customer authorizes AT&T or its designee to make connections and perform other tasks that are necessary or desirable to enable AT&T to provide Private Mobile Connection – Frame Relay including, without limitation, connecting and making necessary attachments to Customer's router and/or CSU/DSU.

4.3 Host Applications.

4.3.1 Host Application Responsibility. Customer must, at its own expense, develop, procure, implement and/or operate any and all Host Applications.

4.3.2 Host Application Approval. Customer acknowledges and agrees that deployment of Private Mobile Connection – Frame Relay is subject to AT&T's review and approval of Customer's Host Applications. Customer must submit a written request for approval by AT&T prior to any modification of the network traffic profile or the addition of a new Host Application. In the event Customer modifies a Host Application without AT&T's prior written approval, or adds additional Host Applications or features to existing Host Applications without an AT&T approved customer order form for such modifications or additions, AT&T may immediately suspend or terminate the Connection Right.

4.3.3 Host Application Testing. AT&T reserves the right, but not the obligation, to test any Host Application prior to the initial connection or any time during the term of the Attachment to confirm that such Host Application is in compliance with the terms and conditions of the Agreement (including this Attachment).

4.4 Custom APN and IP Addresses. Customer acknowledges and agrees that it must have a custom APN and either public static IP addresses, private static IP addresses, public dynamic IP addresses or private dynamic IP addresses in connection with Private Mobile Connection – Frame Relay.

4.5 Technical Information. When requested to do so by AT&T, Customer will submit in writing to AT&T technical information concerning Host Applications, including if applicable (i) any name of the middleware product to be used in connection with the applicable software and/or service, (ii) the middleware options that the application software and/or service is using (where multiple communications options are supported in such middleware), (iii) the actual or projected average message size (uplink and downlink) submitted to the middleware by the application software and/or service, (iv) on a per user basis, the actual or projected average number of messages, uplink and downlink, submitted to the middleware by the application software and/or service per peak user hour, and (v) the application software's retry algorithm for addressing situations where transmission of messages has been aborted by the middleware or for which an application software level response time, uplink or downlink, has been exceeded. Customer agrees AT&T has the right at any time, but not the obligation, to audit Customer's Host Applications with regard to its interactions on the AT&T wireless network. If AT&T determines that use of a Host Application is or may be detrimental to the AT&T wireless network or may have a detrimental effect upon service levels experienced by other users of the AT&T wireless network, Customer will modify the same as required by AT&T at Customer's expense and AT&T has the right, but not the obligation, to suspend the applicable Connection Right granted herein, until such time as the modifications requested by AT&T have been accepted by AT&T and implemented by the Customer.

4.6 Connectivity Guides. If Host Applications do not comply with the Private Mobile Connection Connectivity Guide, or in the case of SMS push via SMPP protocol, the Private Mobile Connection SMS Push ESME Guide, both of which are incorporated herein by reference, then AT&T may terminate the applicable Connection Right and/or terminate Service to any End Users. Customer should contact its AT&T sales representative for copies of both Guides.

4.7 Security. Customer is solely responsible for maintaining security for connectivity between Customer's network and AT&T's wireless network. Customer must comply with all reasonable security requirements and procedures established by AT&T and provided to Customer, and must use an industry standard virus protection program on all networks that Customer maintains that may be accessed by Private Mobile Connection – Frame Relay. All corresponding interconnections are subject to and will go through the appropriate AT&T firewall. If AT&T believes that a connection is insecure, a logical or physical audit may occur. AT&T will gather information relating to Customer's access to AT&T's wireless network, systems or applications. This information may be collected, retained, and analyzed to identify potential security risks. Customer understands and agrees that AT&T may suspend or terminate Private Mobile Connection – Frame Relay in its sole discretion without notice. In the event of termination or suspension of Private Mobile Connection – Frame Relay, Customer will not be responsible for the performance of any obligations pursuant to this Attachment that cannot reasonably be performed without Private Mobile Connection – Frame Relay.

4.8 Customer Contact; Test and Turn-Up. Customer must designate a Customer representative ("Customer Contact") with responsibility for assisting AT&T, during a mutually agreeable time and upon reasonable prior notice from AT&T, in the testing and deployment of Private Mobile Connection – Frame Relay (the "Test and Turn-Up"). The Customer Contact's responsibilities with regard to Test and Turn-Up include, among other things: (a) validating failover functionality (if an optional backup Private Mobile Connection – Frame Relay has been ordered), (b) validating that the Private Mobile Connection – Frame Relay works properly and permits access to Customer's network and the Host Application, and (c) authorizing the final deployment of the Private Mobile Connection – Frame Relay. The Private Mobile Connection – Frame Relay will not be operational until the Customer Contact has participated in and approved all aspects of the Test and Turn-Up.

4.9 Liability. Notwithstanding anything in the Agreement (including this Attachment) to the contrary and without limitation as to the nature or amount of damages, Customer will be liable for all loss, costs and damages caused to AT&T's wireless network or other AT&T facilities through Private Mobile Connection – Frame Relay.

5. AT&T's Responsibilities. AT&T will establish and facilitate Private Mobile Connection – Frame Relay in accordance with the terms and conditions of this Attachment. Once Customer places a formal order with AT&T for Private Mobile Connection – Frame Relay, AT&T will formally place an order to build the Frame Relay Components. AT&T will notify Customer in writing of the corresponding Activation Date. Private Mobile Connection – Frame Relay is available with either a one or two PVC option. In each instance, Customer will connect to a single router on AT&T's wireless network.

5.1 One PVC Installation. AT&T will facilitate installation of Private Mobile Connection – Frame Relay with one (1) PVC that will connect Customer's network to AT&T's wireless network in accordance with this Attachment.

5.2 Two PVC Installation. AT&T will facilitate installation of Private Mobile Connection – Frame Relay with two (2) PVCs that will connect Customer's FES to AT&T's wireless network.

6. Charges. Customer must pay AT&T the applicable Set-Up Charges, Frame Relay Monthly Service Charges, IP Charges and other charges set forth in this §6.

6.1 Set-Up Charges.

Private Mobile Connection – Frame Relay Set-Up Charge	\$1,995.00
SMPP Set-Up Charge (GPRS Wake-Up Only)	\$1,995.00
Static IP Address Set-Up Charge (Per Pool Set-Up Instance)	\$500.00
Custom APN Set-Up Charge	\$500.00

6.2 Frame Relay Monthly Service Charges.

	Private Mobile Connection – Frame Relay One (1) PVC Option	Private Mobile Connection – Frame Relay Two (2) PVC Option
Connectivity Speed	Frame Relay Monthly Service Charge	Frame Relay Monthly Service Charge
56 kbps	\$199.00	N/A
128 kbps	\$399.00	\$499.00
192 kbps	\$499.00	N/A
256 kbps	\$549.00	\$699.00
384 kbps	\$749.00	\$999.00
512 kbps	\$799.00	\$1,099.00
768 kbps	\$1,399.00	\$1,799.00
T1	\$1,599.00	\$1,999.00

6.3 IP Charges.

6.3.1 Static IP Addresses. Customer must pay AT&T a monthly IP Charge of \$3.00 per public static IP address provided by AT&T. Public Static IP addresses are only available pursuant to written agreement with AT&T.

6.3.2 Dynamic IP Addresses. Customer must pay AT&T a monthly IP Charge of \$3.00 per public dynamic IP address provided by AT&T for each such public dynamic IP address in excess of 5,000.

6.4 Other Charges.

6.4.1 Termination Charge. If Customer terminates Private Mobile Connection – Frame Relay or otherwise disconnects its Private Mobile Connection – Frame Relay connection within six (6) months of the Activation Date for any reason other than a breach by AT&T, in addition to any other charges payable under the Agreement, Customer must pay AT&T a Private Mobile Connection – Frame Relay early termination charge equal to: (a) \$825 for each 1 PVC Private Mobile Connection – Frame Relay, 56 kbps; (b) \$1025 for each 1 PVC Private Mobile Connection – Frame Relay, all other connectivity speeds; or (c) \$1050 for each 2 PVCs Private Mobile Connection – Frame Relay.

6.4.2 Order Cancellation Charge. If Customer cancels its order for Private Mobile Connection – Frame Relay before the Order Due Date, it must pay AT&T a fee of \$550 for each Private Mobile Connection – Frame Relay cancelled.

6.4.3 Order Due Date Delay Charge. Customer must pay \$550 for each Private Mobile Connection – Frame Relay if any of the following occurs: (a) Customer requests a delay in the Order Due Date; and/or (b) Customer has not met any and all of its obligations under §4 of this Attachment.

6.4.4 Expedited Order Due Date Charge. Customer must pay \$800 for each Private Mobile Connection – Frame Relay if Customer requests and receives an expedited Order Due Date. Not all Order Due Dates can be expedited.

6.4.5 Order Change Charge. Customer must pay \$125 for each Private Mobile Connection – Frame Relay if Customer initiates any of the following actions between the time the Private Mobile Connection – Frame Relay order is

placed by Customer and the Activation Date: (a) upgrades the speed of connection; (b) downgrades the speed of connection; or (c) changes from Private Mobile Connection – Frame Relay with one (1) PVC to Private Mobile Connection – Frame Relay with two (2) PVCs (or vice versa).

7. Support. AT&T will provide Customer Private Mobile Connection – Frame Relay support through a toll free number to the applicable Customer Care representative twenty-four (24) hours per day, seven (7) days a week.

8. Ownership. All Frame Relay Components installed or provided by AT&T are and will remain the property of AT&T, and may be removed by AT&T at any time the Private Mobile Connection – Frame Relay or the associated AT&T Frame Relay Service or application is terminated, discontinued and/or disconnected. Customer authorizes AT&T to make an exchange or modification of any Frame Relay Components or associated software at any time. All Frame Relay Components installed or provided by Customer remain the property of Customer.

9. Warranty Disclaimer. FOR PURPOSES OF WARRANTIES AND CORRESPONDING DISCLAIMERS UNDER THE AGREEMENT, "EQUIPMENT" INCLUDES ALL Private Mobile Connection – FRAME RELAY COMPONENTS, AND "SERVICE" INCLUDES THE CONNECTION RIGHT AND ALL SERVICES PROVIDED IN CONNECTION WITH Private Mobile Connection – FRAME RELAY.

10. Incorporation of Agreement. The terms, conditions and defined terms set forth in all documents comprising the Agreement (including, without limitation, this Attachment) apply throughout all such documents. In the event of any expressly conflicting provisions between this Attachment and the remainder of the Agreement with respect to the subject matter of this Attachment, the terms and conditions of this Attachment control but only with respect to Private Mobile Connection – Frame Relay.