Mobile Remote Access Services from AT&T

Enable your mobile staff to conduct business from virtually anywhere, anytime, on almost any device

Remote access technology can keep your workers connected to each other while letting them build closer relationships with your customers. But the technology needs to deliver an experience that's as reliable and consistent as inside the office, and help ensure compliance with your security policies. Properly executed, it can boost the power of your extended enterprise by bringing remote connectivity to new users.

The Value Proposition

Mobile Remote Access Services (MRAS) integrates mobile access to your AT&T VPN network and business infrastructure so employees can access critical business processes, applications, data and networks from virtually anywhere, anytime, with almost any device.

Mobile remote access solutions must allow for multiple device types, including laptops, tablets, and smartphones. They must also support multiple connection types, including Wi-Fi, mobile broadband, and, for laptops, wired broadband. Finally, they need to accommodate various security protocols, including VPN, IPsec and SSL, and include built-in provisions for policy-driven data protection.

MRAS delivers the coverage, performance, security features and convenience you need. AT&T supports multiple hardware platforms, with options for laptops, tablets, and smartphones.

The AT&T Global Network Client provides a simple user interface to AT&T MRAS VPN and global Wi-Fi services. Through the use of AT&T's Global Network Client, the user experience is high performing for the mobile worker and nearly identical to being in the office. In addition, the AT&T Global Network Client laptop and Android tablets and smartphone users benefit from VPN Mobility and persistent connection capabilities allowing sustained VPN connections even when roaming from one network to another. End-users are freed from the need to re-establish their VPN connection or applications, potentially increasing their productivity.

Accessing VPN and Wi-Fi Using One Simple Client

MRAS integrates AT&T's global Wi-Fi services and mobile access to your AT&T MPLS VPN business network so employees can connect to critical business processes, applications, data and networks from virtually anywhere. This can enhance worker productivity for day to day operations while providing a degree of business continuity capabilities.

Your users need a simple, intuitive interface. Owned, developed and supported by AT&T, the AT&T Global Network client is a user-friendly, multi-purpose application that greatly simplifies the nuts and bolts of mobile remote access. For Wi-Fi users, it enables authentication to AT&T's network of global hotspots. It even provides a searchable directory to locate AT&T hotspots and GPS mapping capabilities to guide you to the proper location.

For VPN users, the AT&T Global Network client allows for a single-client solution, with embedded firewall protection and client-specific security policies. For laptop users the Global Network client has a customizable user interface that can be branded for your company. Its intelligent access selection can be configured to seek the best connection type possible in any given location. For laptop and Android tablet & smartphone users its persistent connection capabilities allow sustained VPN connections even when switching from one access type to another.

A wide variety of devices from leading manufacturers can be used to access this network. Tablets and smartphones have become mission critical devices for accessing files, intranet applications and other corporate resources. USB devices are ideal for companies that want to mobilize their existing laptops, since they can be swapped from system to system. Embedded computing devices are the most durable option, since there are no external parts to lose or break.

Mobile Remote Access Service Plans

Mobile Remote Access Service plans (MRAS Plans) provide Mobility customers with access to supported AT&T VPN services such as AT&T VPN Service, Enhanced VPN Services and AT&T MPLS Private Network Transport Service (collectively, "Supported AT&T VPN Services"). The MRAS Plans provide registered users the ability to connect supported devices to Supported AT&T VPN Services using either customer-provided internet access or using supported AT&T Wi-Fi and AT&T Wired Ethernet connections ("AT&T Provided Access Points").

A directory of AT&T Provided Access Points is provided as part of the AT&T Global Network Client application downloaded by customers to the supported device. The directory is updated from time to time. AT&T Provided Access Points (and the ability to connect and transmit information using AT&T Provided Access Points) are subject to availability of supporting network capabilities and networking conditions at the time of access.

Want to learn more?
Have us call you.

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The AT&T Advantage

Several things set AT&T apart from its competition.

• AT&T has the nation's most reliable 4G LTE network.*

• AT&T's overall voice and data network now covers more than 99% of all Americans.

• No one drops fewer calls than AT&T. AT&T drops less than 1% of calls.

• AT&T 4G LTE is available in over 500 markets and reaches more than 280M people, with network build expected to be substantially complete by summer 2014.

• Our nationwide 4G network provides virtually 100 percent of AT&T's wireless network is covered by HSPA+.

• With some other carriers, when you travel outside of their LTE coverage area with your smartphone, you're on a much slower 3G network.

AT&T operates the nation's largest Wi-Fi network** and provides access to more than 500,000 Wi-Fi hotspots around the world (through roaming agreements), letting our customers take broad advantage of Wi-Fi connectivity in over 100 countries. Most AT&T smartphone customers get access to our entire national Wi-Fi network at no additional cost, and Wi-Fi usage doesn't count against customers' monthly wireless data plans. Connections to the AT&T network in many business partner locations, including McDonalds, Marriott, and Barnes & Noble as well as Hotels, Airports & Convention Centers, which are of strategic importance to business travelers. The scope of this network means you can extend the cost-saving and performance benefits of Wi-Fi to many different locations around the world.

AT&T is committed to delivering a rich user experience, on most any device and from any location, with multi-carrier integration. That means flexibility. Finally, AT&T has the financial resources and the network footprint to support our customers now and in the future.

Find Out What's Possible For Your Business Today

To learn more about what MRAS from AT&T can do for you, contact your AT&T Representative or visit us on the web at www.att.com/remoteaccess.

Mobile Remote Access Service Plans***

MRAS Plans Minimum Purchase 5 Users	Availability	Description	Monthly Service Charge
MRAS VPN Only	U.S.-based customers	Unlimited VPN usage	$10.00 per User ID
MRAS Wi-Fi Only	U.S.-based customer	AT&T Provided Access Points (AT&T Wi-Fi and AT&T Wired Ethernet)	$20.00 per User ID
MRAS VPN and Wi-Fi	U.S.-based customers	VPN and AT&T Provided Access Points (AT&T Wi-Fi and AT&T Wired Ethernet)	$25.00 per User ID

* Limited 4G LTE availability in select markets. LTE is a trademark of ETSI. AT&T's 4G LTE Reliability claim based on analysis of data network connection and data transaction success rates reported by Nielsen during network tests conducted across 225 markets from Nov 2012 to Nov 2013, and compares carriers with nationwide 4G LTE networks.

** Largest based on 3d party data re nationwide carriers' 4G LTE. LTE is a trademark of ETSI. 4G LTE not available everywhere.

*** The Service Discount (if any) described in your Business Agreement is NOT available with Mobile Remote Access Service plans.

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Important Information

General: Mobile Remote Access Services from AT&T ("MRAS") is available only to an eligible AT&T enterprise and government customer ("Customer") with a qualified AT&T agreement ("Qualified Agreement"). MRAS is subject to (a) the terms and conditions found at http://www.corp.att.com/agnc (the "Additional Product Terms"); (b) the Qualified Agreement; and (c) applicable Sales Information. For AT&T government customers on a Qualified Agreement: Any 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. May not be available for purchase in all sales channels or in all areas. Additional hardware, software, services and/or network connections may also be required. Availability, accessibility, security, delivery, speed, timeliness, accuracy and reliability are not guaranteed by AT&T. Additional fees, charges, taxes and other restrictions may apply. Offer subject to change and/or discontinuation without notice.

Requirements: Customer must have and maintain at least one Corporate Responsible User ("CRU") on MRAS under its Qualified Agreement. Compatible device required for each user. For cellular access, eligible wireless data plan required for each user. Customer is responsible for ensuring that each user has a unique User ID. Sharing of User IDs and multiple simultaneous connections or concurrent usage of a single User ID for any monthly plan is prohibited. Customer may cancel MRAS at any time.

VPN: The VPN service supports cellular connections (including 3G, 4G, and LTE) and Wi-Fi. MRAS VPN customers must have one of the following AT&T VPN services: AT&T VPN Service, Enhanced VPN Services and AT&T MPLS Private Network Transport Service. The VPN option works with wireless service from AT&T and other compatible wireless carriers. AT&T provides support to the customer administrator solely for the VPN connection between the Client and the VPN Gateway. Any other problems that arise with the User's service, including problems with Customer provided broadband, cellular, Wi-Fi, dial, or any other type of Internet connectivity will be the responsibility of the customer. In addition to Customer's obligations to comply with applicable law, as between Customer and AT&T it is the responsibility of the customer to obtain licenses and permissions necessary for use of MRAS product in a country.

Coverage: Coverage is not available in all areas. AT&T wireless coverage maps are available at www.wireless.att.com/coverageviewer. A map of AT&T Wi-Fi hotspots is available at http://attwifi.know-where.com/attwifib/. Coverage is subject to transmission, terrain, system, capacity and other limitations. When outside coverage area, access will be limited to information and applications previously downloaded to or resident on your device. 4G LTE: Limited 4G LTE availability in select markets. 4G speeds not available everywhere. Compatible device and data plan required. Learn more at att.com/network. Wi-Fi: MRAS may not function on or be compatible with all Wi-Fi networks. Some Wi-Fi networks may not allow the use of the MRAS service. Some Wi-Fi networks may require users to authenticate on the Wi-Fi network before obtaining Wi-Fi access. Access speeds for the Wi-Fi feature will vary and are dependent on many factors, such as the type of equipment used by Customer or Users. The Wi-Fi feature "may be" provided via HotSpots that are owned and operated by non-AT&T affiliated third party entities. AT&T is not responsible for the performance, interoperability or interconnection of such third party HotSpots. Customer and its Users are responsible for complying with the terms of service, acceptable use policies, legal terms and conditions, and similar requirements, as applicable, for each Wi-Fi network over which MRAS service is used, including AT&T's Wi-Fi network. Additional information regarding AT&T Wi-Fi information is available at: http://www.att.com/shop/legalterms.html?toskey=wiFiServices

Usage/Billing: Prices do not include taxes or other exactions. Measured cellular usage incurred in connection with MRAS will be charged as specified in your associated cellular data plan. You will be billed for all data usage up to cancellation of MRAS. MRAS Monthly Service Charges must bill on CRU(s) under its Qualified Agreement. With respect to using MRAS with non-AT&T devices/service, all associated data usage will be subject to the applicable rates and terms of such other wireless carrier(s). Refer to applicable wireless carrier for such rates, terms and conditions.

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