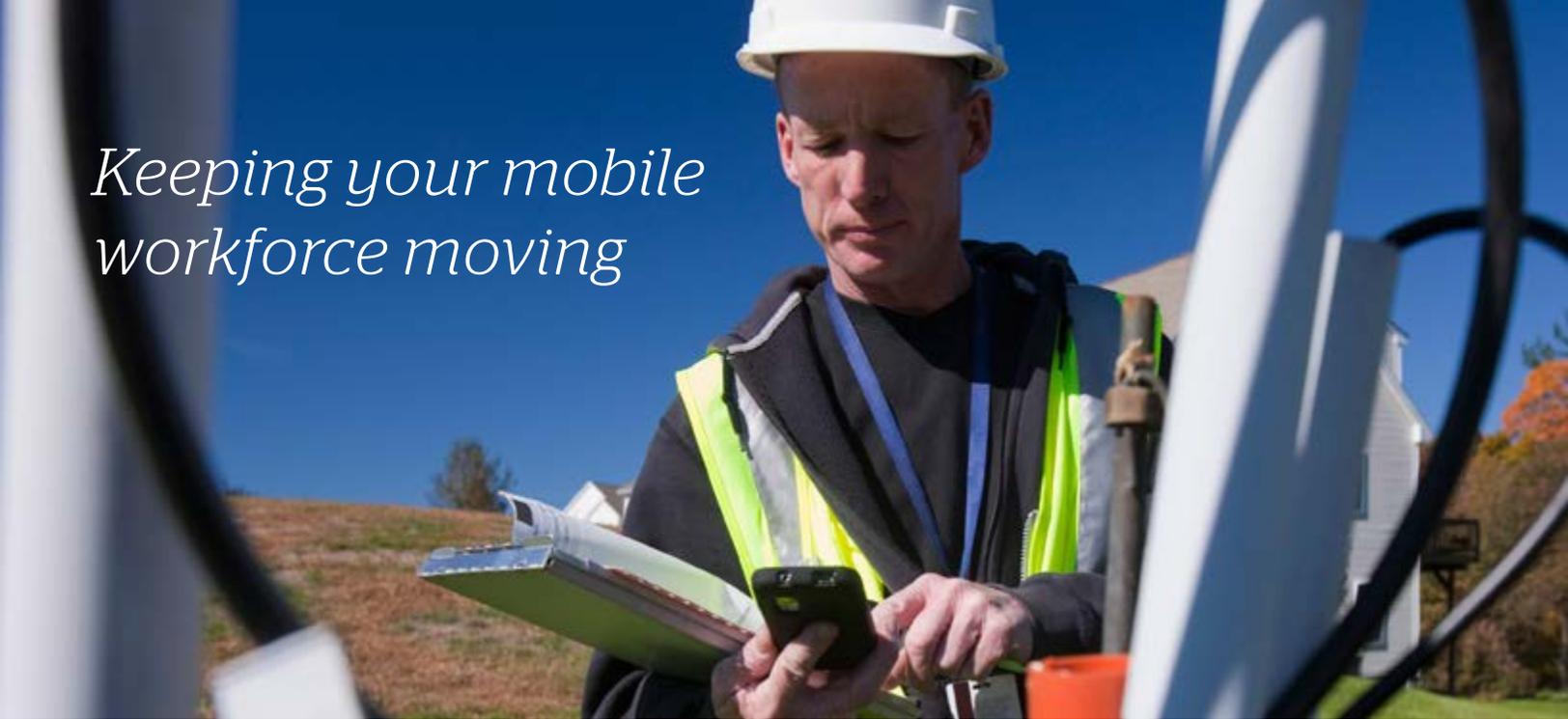




pdvConnect from AT&T

Product Brief



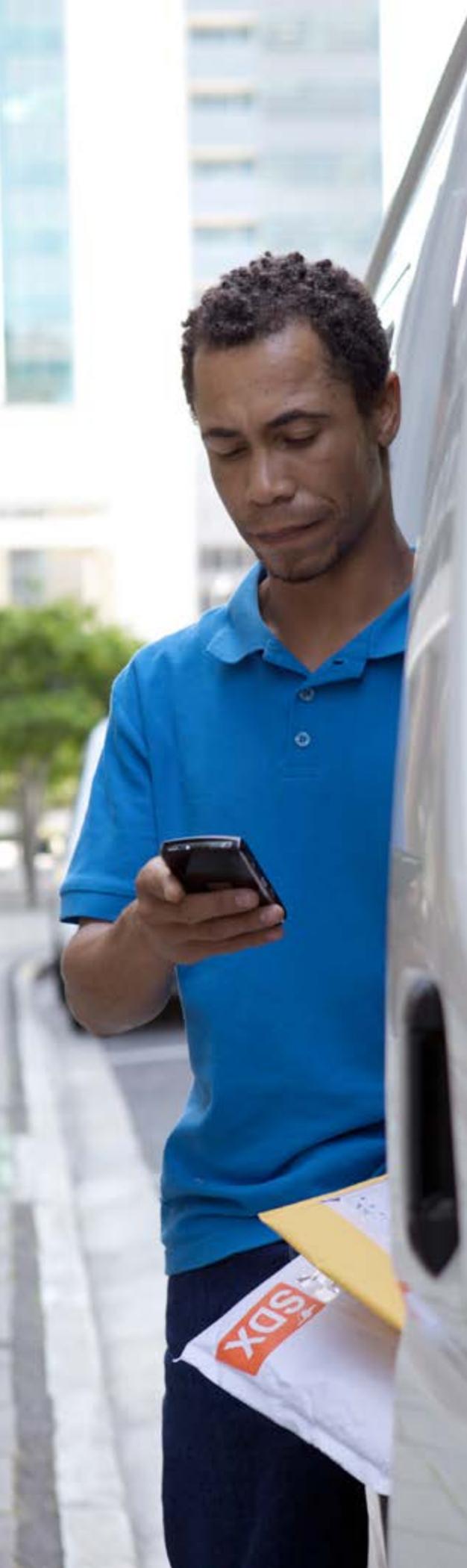
Keeping your mobile workforce moving

The challenge

Mobile workers can experience long hold times and busy signals while waiting to connect with dispatchers, a central office, or other mobile team members. For dispatchers, managing multiple inbound calls without knowing the level of urgency and field documentation of workers can be complicated.

The solution

pdvConnect from AT&T is a highly secure, web-based solution that gives enterprises visibility into their mobile workforce. Mobile workers have a simple way to wirelessly dictate, document, and share time-sensitive information from virtually any AT&T mobile phone to their office or another mobile phone. Workers can vocally document situations and attach photos, then send to a dispatcher or office without wasting valuable time. pdvConnect works in virtually every industry including distribution, field services, hospitality, property management & real estate, public safety, utilities, and waste removal.



Key features

pdvConnect's Intelligent Queuing™

enables customer-specified message subject lines to indicate the priority of each message, allowing for faster response times. For example, pre-determined subject lines like "Service Outage-Critical" or "Job Closed Out Non-Critical" are automatically sorted for a pdvConnect administrator based on pre-determined priority, so the most important messages are listened to first.

Web-based Command Center Console

allows back-office workers or dispatchers to prioritize inbound communications by scanning message subjects, viewing photos, and checking location-time-stamps. All messages are recorded and archived for future reference, or can be saved to a customer's back-office system. Dispatchers can work quickly to address urgent messages and dispatch the closest available field worker using a color coded map.

Voice Reply Text Messaging

allows field workers to vocally respond to text messages, eliminating the risks associated with typing while driving, and improving safety while on the road. The ability to send an update from the field by simply speaking a message rather than typing it also improves safety while providing more detail than a written message



▶▶▶ **Benefits**

Reduces hold times

Mobile workers no longer have to wait on hold for a busy dispatcher, allowing more time to service more customers.

Reduces paperwork

Reduces the amount of paperwork produced by workers so that they can focus on their principal tasks.

Improves efficiency

Messages can be sent anytime, from anywhere. Workers are instantly notified of urgent matters via text messaging.

Increases productivity

Enables more effective communication, which leads to greater productivity in the workplace.

▶▶▶ **Features**

- > Works on virtually all AT&T smartphones & feature phones
- > Voice document issues with photos
- > Real-time location of workforce
- > Triaging of inbound messages
- > Helps mitigate driver distraction
- > Archive messages & reporting



Smartphones & feature phones

pdvConnect from AT&T works on virtually all AT&T smartphones & feature phones. No client is required on any device. However, an optional Android client is available supporting Android version 2.1 and higher, allowing users to quickly sync contacts and provide an easy way to send messages, location and photos (location & photo features available only on pdvConnect Pro).

Pricing

pdvConnect from AT&T offerings:

- pdvConnect Standard for \$12.99 MRC per subscriber
- pdvConnect Pro* @ \$19.99 MRC per subscriber
- 30-day trial of pdvConnect Pro available



*For more information contact an AT&T Representative or visit
www.att.com/pdvconnect.*

Important Information

General: pdvConnect from AT&T ("pdvConnect") is available only to enterprise and government customers with a qualified AT&T agreement ("Qualified Agreement"). pdvConnect is subject to the Qualified Agreement, applicable Sales Information, and the terms and conditions found at <http://www.pdvconnect.com/marketing/att/license.htm> ("Additional Product Terms"). For AT&T's 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 connection may also be required. Availability, accessibility, security, delivery, speed, timeliness, accuracy and reliability are not guaranteed. Not all pdvConnect features are available on all devices. Offer only available to CRUs. Additional fees, charges, taxes and other restrictions may apply. Offer subject to change.

Technical Information: Voice calls made to defined pdvConnect numbers with subject lines are zero-rated. SMS and MMS messages to defined pdvConnect numbers with subject lines are zero-rated. pdvConnect includes unlimited wireless usage for associated voice calls and SMS messages. On feature phone devices, use of voice calling or SMS message usage incurred in connection with pdvConnect will not be charged against the customer's voice or messaging plan. Smartphone devices may additionally use the AT&T data network for location or status functionality; on these devices, pdvConnect-related usage of data connections will count towards a customer's data plan usage. pdvConnect is offered on a month-to-month basis with no term commitment. For pdvConnect Pro, a GPS-enabled device is required for GPS location information. If GPS is disabled on a device, the device may not report a location and many Pro features will not work. pdvConnect is not compatible with devices provisioned through the AT&T Control Center or Enterprise On Demand platforms. When outside a coverage area, access will be limited to information previously downloaded to or resident on a device. "Continuous" location reporting requires GPS reception and a wireless data network connection. If no cell communications are available, the device will not report a location.

Customer Personal Data: Customer Personal Data may be transferred to or accessible by (i) AT&T personnel around the world (ii) third parties who act on AT&T's or AT&T's supplier's behalf as subcontractors; and (iii) third parties (such as courts, law enforcement or regulatory authorities) where required by law. Customer will only provide or make Customer Personal Data accessible when Customer has the legal authority to do so and for which it has obtained the necessary consents from its end users, and will camouflage or securely encrypt Customer Personal Data in a manner compatible with this offer. As used in this Product Brief, the term Customer Personal Data includes, without limitation, name, phone number, email address, wireless location information or any other information that identifies or could reasonably be used to identify Customer or its end users. Customer is responsible for providing end users with clear notice of AT&T's and Customer's collection and use of Customer Personal Data obtained via this offer and for obtaining end user consent to that collection and use. Customer may satisfy its notification requirements as to AT&T by advising end users in writing that AT&T and its suppliers may collect and use Customer Personal Data by providing for end user review the relevant links to the Sales Information that describes the availability of optional goods, content or services and AT&T's Privacy Policy at <http://www.att.com/gen/privacy-policy?pid=2506>. Customer is responsible for notifying its employees of the tracking features of pdvConnect Pro and obtaining their consent to be tracked. Customer must comply with all applicable privacy, consumer data and protection laws and all laws that apply to collecting, accessing, storing, processing, using, disclosing and securing User data, including any obligations to notify and obtain consents of End Users regarding any Customer access to End Users' personal information. pdvConnect must not be used to conduct unauthorized surveillance.