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AT&T FirstNet Solution

Section Effective Date: 30-Jun-2017

AT&T FirstNet Solution for Authorized Public Safety Agencies and Authorized Affiliated Businesses providing Public Safety Services.

The Service Guide consists of the following Parts:

- Service Description (SD)
- Pricing (P)

Service Description (SD)

SD-1. General Description, Network, Coverage and Capabilities

SD-1.1. General Description

Section Effective Date: 30-Mar-2018

AT&T's FirstNet Solution consists of a portfolio of wireless voice, texting and data service plans ("FirstNet Plans"), Internet of Things ("IoT") management capabilities, and ancillary equipment, services, features and functionalities developed by AT&T under authority granted to it by the First Responder Network Authority (the "FirstNet Authority") created under the Middle Class Tax Relief and Job Creation Act of 2012 (the "Act") as an independent federal authority within the National Telecommunications & Information Administration ("NTIA") of the United States Department of Commerce. AT&T's FirstNet Solution is designed to maximize the utility and dependability of wireless communications by and between first responders and the personnel and entities that support them. AT&T's FirstNet Solution is provisioned using the FirstNet Evolved Packet Core to provide emergency responders with the first high-speed, nationwide broadband network with dedicated access, when they need it, to address the needs of Local, State, Federal, and Tribal Public Safety Entities.

The AT&T FirstNet Solution is available only to Public Safety Entities and their qualified Agency Paid Users and Subscriber Paid Users. Public Safety Entities are classified as either "Primary Users" or "Extended Primary Users." See the Public Safety Entities section, below. Agency Paid Users and Subscriber Paid Users are collectively referred to as Authorized Users. The various types of Authorized Users are more fully defined in the Authorized Users; Agency Paid Users; Subscriber Paid Users section, below.

SD-1.2. FirstNet Network: FirstNet Evolved Packet Core, Coverage and NPSBN

Section Effective Date: 30-Mar-2018

The AT&T FirstNet Solution is provided using the FirstNet Evolved Packet Core, a wireless broadband network infrastructure dedicated solely to FirstNet Public Safety Entities and their Authorized Users. The FirstNet Evolved Packet Core is physically separate from the core network architecture used by AT&T to serve its commercial wireless customers.

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Access to the FirstNet Evolved Packet Core is through Radio Access Networks (“RANs”) consisting of the:

- currently deployed AT&T commercial 4G LTE network;
- additional areas of coverage provided by domestic rural providers connected to the FirstNet Evolved Packet Core; and
- coverage provided by AT&T’s phased deployment of Band Class 14 wireless spectrum over its own 4G LTE network.

In addition, as AT&T expands the network coverage and capabilities of its 4G LTE network independently of its obligations to the FirstNet Authority, such additional coverage and capabilities may be made available to FirstNet Public Safety Entities. Together, the FirstNet Evolved Packet Core and available RANs constitute the NPSBN.

The approximate coverage of the NPSBN network (“Service Area”) is set forth at <http://FirstNet.com> or such other site as AT&T may designate. As the NPSBN evolves, AT&T will provide updated coverage maps from time to time.

In order to use FirstNet services, Authorized Users must use a device capable of accessing this communications platform (“FirstNet Capable device”) and a FirstNet Subscriber Identification Module (“SIM”).

SD-1.3. FirstNet Evolved Packet Core Capabilities

Section Effective Date: 12-Dec-2019

Since the FirstNet Evolved Packet Core is physically and logically separate from the AT&T commercial core, the FirstNet Evolved Packet Core’s capabilities may not be the same as the capabilities of the AT&T commercial core. For example, First Priority®, a robust set of prioritization and preemption capabilities, is available exclusively on the FirstNet Evolved Packet Core. On the other hand, there are some capabilities that the AT&T commercial core may currently have, but which the FirstNet Evolved Packet Core may not currently offer, such as AT&T Call Protect. In addition, international roaming outside of Canada and Mexico while using the FirstNet Evolved Packet Core is different than that available with the AT&T Commercial Core. A current list of the different capabilities of the FirstNet Evolved Packet Core and the AT&T commercial core, as well as the planned availability of additional features on the FirstNet Evolved Packet Core, can be found at firstnet.com/features. The availability and dates for implementation of additional features on both network cores are subject to change.

SD-1.4. Limited Use of FirstNet Plans on AT&T Commercial Core

Section Effective Date: 12-Dec-2019

In order to accommodate Public Safety Entities that have a need for capabilities that are currently only available on the AT&T commercial core and/or may need to transition slowly to the FirstNet Evolved Packet Core because of the limitations of embedded equipment and devices, AT&T offers the ability to use a limited number of FirstNet Plans with the AT&T commercial core. FirstNet Plans are described more fully, below. FirstNet Plans available for use on the AT&T commercial core are identified in the FirstNet Plan descriptions, which also set forth the terms and conditions of their use. See the pricing section of this Service Guide for access to the FirstNet Plans descriptions. First Priority® is not available on the AT&T

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commercial core; however, priority and preemption capabilities of AT&T Dynamic Traffic Management - Public Safety are available pursuant to the terms of the rate plans and the applicable Service Guide. Other features of the FirstNet Evolved Packet Core, such as enhanced security, are also not available.

The use of FirstNet wireless service rate plans is an accommodation to a limited number of Public Safety Entities, and AT&T may require such Customers and their Authorized Users to migrate onto the FirstNet Evolved Packet Core at an appropriate time as determined by AT&T in its sole discretion. As a Customer's Authorized Users migrate from the AT&T commercial core to the FirstNet Evolved Packet Core, they may need a new Universal Integrated Circuit Card (UICC), SIM card or device to access the FirstNet Evolved Packet Core.

Customers are solely responsible for any decisions they may make regarding the use of the AT&T commercial core.

Customers using FirstNet Plans on the AT&T commercial core prior to the date of the publication of this Service Guide may also continue to use those plans on the AT&T commercial core, subject to AT&T's right to require migration as set forth above.

The remainder of this Service Guide assumes that Public Safety Entities are purchasing FirstNet Plans and services for use with the FirstNet Evolved Packet Core.

SD-2. AT&T FirstNet Solution Eligibility

SD-2.1. Public Safety Entities

Section Effective Date: 03-Aug-2018

AT&T shall determine those Public Safety Entities eligible for the FirstNet Solution using policies and procedures established and published by AT&T from time to time. Such policies and procedures shall be consistent with the requirements of the Act, as the Act is interpreted by the FirstNet Authority.

Public Safety Entities are classified as either Primary User Public Safety Entities or Extended Primary User Public Safety Entities based on the public safety services they perform.

SD-2.1.1. Primary Users

Section Effective Date: 09-Nov-2018

Primary Users are those Public Safety Entities that serve as first responders, i.e., those entities whose primary mission and job function is to provide services to the public in the areas of law enforcement; fire protection; emergency medical services (including emergency departments at health care facilities); emergency (9-1-1) call dispatching; and emergency management.

In the case of many Primary Users, the Public Safety Entity's North American Industry Classification System (NAICS) code generally provides a sufficient factual basis to determine the public safety services the entity provides, and as a result, its eligibility for the FirstNet Solution and its classification as a Primary User. The most common NAICS codes used by AT&T are set forth below. In cases where the entity's NAICS code is unavailable or does not accurately or fully describe the public safety services the entity performs, other criteria may be used to determine eligibility and classification as a Primary User, including, but not limited to, Standard Industry Classifications codes and/or other information that a Customer may submit to establish their Primary User public safety function.

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The following NAICS codes are used for law enforcement, fire protection, emergency medical services and emergency management:

- 621910 - Ambulance Safety Services
- 922120 - Police Protection
- 922160 - Fire Protection
- 922190 - Emergency Planning and Management Offices

NAICS codes are not readily available for the following Primary User Public Safety Entities and, therefore, AT&T determines the eligibility of these entities based solely on the public safety activities they perform:

- Active Sworn Law Enforcement officers employed in the following industries:
 - Airline Transportation
 - Education
- Continuity of Government
 - President and Vice President of the United States, cabinet-level officials, President pro tempore of the U.S. Senate, and Speaker of the U.S. House of Representatives
 - State governors, lieutenant governors and cabinet-level officials responsible for public safety and health
 - City/Municipal Mayors and City/Municipal Managers
 - State/Federal Recognized Tribes – Tribal Leadership
 - National Guard
- Government Emergency/Disaster Management Full-time executive personnel
- Government Public Safety Answering Points
- Emergency (911) Call Dispatching
- Emergency Departments affiliated with the following types of healthcare facilities:
 - General medical and surgical Hospitals
 - Trauma centers/Emergency Departments
 - Urgent medical care centers and clinics (except hospitals), freestanding
 - Freestanding ambulatory surgical centers and clinics
 - Freestanding emergency medical centers and clinics

SD-2.1.2. Extended Primary Users

Section Effective Date: 03-Aug-2018

Extended Primary Users are those Public Safety Entities that contribute to or help enable or support the provision of public safety services, such as entities that provide critical government services, entities that support critical infrastructure, and/or entities that provide civilian services which may be needed to support Primary Users.

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AT&T determines the eligibility of Extended Primary Users for the FirstNet Solution based upon the public safety activities they provide as demonstrated by factual information available to AT&T and in accordance with the Review Process for FirstNet Eligibility section below.

SD-2.1.2.1. Extended Primary Users Providing Critical Government Services

Section Effective Date: 03-Aug-2018

Extended Primary Users performing critical government services are those governmental agencies that are not Primary Users, but which provide services which are essential to allow Primary Users to perform their day-to-day activities and to respond to emergencies and their aftermath.

The following NAICS codes identify some, but not all, of the Extended Primary Users providing essential government services:

- 624230 - Emergency and Other Relief Services
- 922110 - Courts
- 922130 - Legal Counsel and Prosecution
- 922140 - Correctional Institutions
- 922150 - Parole Offices and Probation Offices

SD-2.1.2.2. Extended Primary Users Supporting Critical Infrastructure and/or Civilian Services

Section Effective Date: 09-Nov-2018

Extended Primary Users supporting critical infrastructure and/or civilian services are those entities (which can be organized in many ways, including, but not limited to, agencies, volunteer organizations, companies, non-profit organizations, public-private cooperatives and coalitions) that are not Primary Users, but who may be called upon to support Primary Users with the mitigation, remediation, overhaul, clean up, restoration, or provision of other services prior to and during an emergency or its aftermath.

In the area of critical infrastructure, entities that are responsible for utilities, transportation, hazardous waste treatment, landfill, water and public works are eligible for consideration as Extended Primary Users if: (a) under the circumstances, the entity's support for the construction, maintenance and/or repair of critical infrastructure is plainly required for Primary Users to provide public safety services; (b) the entity is under contractual obligation to assist a Primary User Public Safety Entity in the event of an emergency; or (c) a Primary User Public Safety Entity has designated the entity as an Extended Primary User.

Certain entities that provide civilian services that may be required by Primary Users to perform their regular and emergency duties may also be eligible for access to the FirstNet Solution as Extended Primary Users. These entities may include providers of services in the following industries:

- Airline Transportation
- Broadcast and Media
 - Emergency Broadcasting

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- Essential service providers
- Chemical
- Communications
- Construction
- Critical Manufacturing
- Education
- Energy
- Ground Transportation
- Health Care and Public Health
- Information Technology
- Professional, Scientific and Technical Services
- Transportation
- Water

SD-2.1.3. Review Process for Access to the FirstNet Solution

Section Effective Date: 03-Aug-2018

As noted, the determination of which Public Safety Entities are eligible for the FirstNet Solution and whether any such entity is a Primary User or Extended Primary User is determined by the public safety services that the entity provides. In the case of Primary Users and Extended Primary Users providing essential government services, the NAICS codes and descriptions set forth above identify Public Safety Entities that will typically be granted access to the FirstNet Solution. Other Public Safety Entities that perform duties involving law enforcement, fire protection, emergency medical services and 9-1-1 call dispatching will also be granted access to the FirstNet Solution as Primary Users once sufficient information has been provided to establish their Primary User public safety functions.

Requests for access to the FirstNet Solution as Extended Primary Users made by (1) other government agencies, (2) entities that support critical infrastructure, or (3) entities providing civilian services that may be needed to support Primary Users, will be evaluated on a case-by-case basis, with due consideration given to: (a) the public safety services being provided by the requesting entity, along with whether that entity is among those specifically mentioned in the Extended Primary Users Providing Critical Government Services Section; (b) supporting information, if any, provided by a Primary User Public Safety Entity in support of the request; (c) the requirements of the Act; and (d) the continuing oversight of the FirstNet Authority. AT&T's determination as to whether to grant an entity access to the FirstNet Solution as an Extended Primary User will be made in AT&T's discretion, subject to the oversight of the FirstNet Authority.

Because access to the FirstNet Solution is determined by the public safety services performed by a requesting entity, there are instances when entities that are not otherwise qualified as Primary User Public Safety Entities will be granted access to Primary User FirstNet Rate Plans. Entities who have individual employees or departments that perform the same functions as the

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Authorized Users of Primary User Public Safety Entities can request that a limited number of Primary User FirstNet Plans be made available to those employees or departments. Similarly, Extended Primary Users who have employees or departments who perform the same functions as the Authorized Users of a Primary User Public Safety Entity can request access to a limited number of Primary User FirstNet Plans. AT&T will consider all such requests on a case-by-case basis and all decisions it makes will be in its discretion, subject to the review of the FirstNet Authority. If granted, the extension of Primary User FirstNet Plans to individual employees or departments of an entity shall not be construed as meaning that the entity is a Primary User Public Safety Entity and/or an Extended Primary User Public Safety Entity for all purposes.

SD-2.1.4. Extent of Deployment of the FirstNet Solution within Public Safety Entities

Section Effective Date: 03-Aug-2018

Primary User Public Safety Entities will generally have the ability to determine the extent to which the FirstNet Solution is deployed throughout their organizations. Extended Primary User Public Safety Entities may deploy the FirstNet Solution in their organization only to the extent necessary to provide public safety services as determined by AT&T using the criteria set forth in the Public Safety Entities Section.

Public Safety Entities are required to review the use of FirstNet Rate Plans by their Authorized Users and to terminate access to FirstNet Rate Plans by individuals who are no longer providing public safety related duties for the Public Safety Entity. AT&T reserves the right to audit the extent to which a Public Safety Entity (both Primary and Extended Primary) has deployed FirstNet throughout its organization and to terminate access to the FirstNet Rate Plans to individuals who are no longer performing public safety duties, or, when warranted, to the Public Safety Entity. Customer shall provide all assistance reasonably required by AT&T to conduct any such audit.

SD-2.2. Authorized Users; Agency Paid Users; Subscriber Paid Users

Section Effective Date: 05-Mar-2019

All individuals must be vetted and approved, as described below, to use the FirstNet Solution. Vetted and approved individuals who have access to, and use of, a FirstNet Plan are referred to as Authorized Users. Authorized Users are either Agency Paid Users or Subscriber Paid Users.

SD-2.2.1. Agency Paid Users

Section Effective Date: 05-Mar-2019

Agency Paid Users are individual employees and contractors of a Public Safety Entity (both Primary User and Extended Primary User Public Safety Entities) who are granted access to the AT&T FirstNet Solution through a FirstNet plan for which the Public Safety Entity is financially responsible under the Public Safety Entity's contract with AT&T. The Public Safety Entity is responsible for designating a contact who will confirm that the Agency Paid Users, whether individual employees or contractors, are verified and approved to use the FirstNet Solution. The Public Safety Entity, and not its individual Agency Paid Users, will be responsible for the monthly service charges under their FirstNet Plans for Agency Paid Users.

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SD-2.2.2. Subscriber Paid Users*Section Effective Date: 12-Dec-2019*

Subscriber Paid Users are individuals who (a) are either (i) employees of a Primary User Public Safety Entity; (ii) members of the National Guard; or (iii) authorized, active auxiliary personnel affiliated with a Primary User Public Safety Entity who provide services or perform functions on an occasional, volunteer basis that support the Public Safety Entity in the areas of law enforcement, fire protection, emergency medical services (including emergency departments at health care facilities), emergency (9-1-1) call dispatching, and emergency management; and (b) establish a contractual relationship directly with AT&T using an AT&T Wireless Customer Agreement (“WCA”) under which they purchase a qualified FirstNet Plan (each, a “Subscriber Paid Plan”). See the Subscriber Paid Plans section of this Service Guide for available Subscriber Paid Plans. Subscriber Paid Users are financially responsible for payment of services provided under the WCA and the terms of the Subscriber Paid Plans. Eligible individuals must have their Subscriber Paid User eligibility verified using one of the verification processes described below. If, at any time, it is determined that an individual is not a valid Subscriber Paid User, AT&T reserves the right to, in its sole discretion, (a) suspend the individual’s FirstNet service, (b) migrate the individual to an AT&T consumer plan, and/or (c) terminate the individual’s FirstNet service.

SD-2.2.2.1. Online Verification*Section Effective Date: 12-Dec-2019*

Eligible individuals affiliated with a Primary User Public Safety Entity that does not have a contract with AT&T for the FirstNet Solution, a Subscriber Paid Foundation Account Number (“FAN”), or an active Subscriber Paid Administrator (as defined below) may activate a Subscriber Paid Plan using the applicable online eligibility verification process below:

- **Online eligibility verification after service activation in an AT&T-owned or authorized retail store** - eligible individuals using this process must: (i) provide the retail store representative with valid proof of eligibility (i.e., a current badge or paystub or an AT&T-approved affidavit from their Primary User Public Safety Entity), (ii) use the online application process found at www.firstnet.com/signup while in store, (iii) activate a Subscriber Paid Plan in store, and (iv) successfully complete the eligibility verification process found at www.firstnet.com/verify within 30 days after activation; or
- **Online eligibility verification before service activation** – eligible individuals using this process must successfully complete the online application/eligibility verification process found at www.firstnet.com/signup prior to activating a Subscriber Paid Plan (either online or in an AT&T-owned or authorized retail store).

Subscriber Paid Users who are vetted and approved using one of these online verification processes (i) will not be associated to their Primary User Public Safety Entity’s Subscriber Paid FAN, if one is subsequently established and actively managed, unless and until the Subscriber Paid Administrator requests that AT&T move such Subscriber Paid Users to its Subscriber Paid FAN, and (ii) will be subject to periodic audits on a regular, but not less than once per year, basis to identify any individuals who are no longer eligible.

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SD-2.2.2.2. Agency Verification Before Subscriber Paid User Activation*Section Effective Date: 05-Mar-2019*

Eligible individuals with a Primary User Public Safety Entity that already has a contract with AT&T for the FirstNet Solution, a Subscriber Paid FAN, and an active Subscriber Paid Administrator (as defined below) are required to be vetted and approved by the Primary User Public Safety Entity. Within a reasonable timeframe after a Primary User Public Safety Entity contracts with AT&T for the FirstNet Solution, the Primary User Public Safety Entity must designate a contact who will verify the Subscriber Paid User eligibility of all individuals associated to the Primary User Public Safety Entity's Subscriber Paid FAN (the "Subscriber Paid Administrator"). The Subscriber Paid Administrator must: (a) use the FirstNet Local Control portal to provide AT&T with the name and email address of, together with the correct Subscriber Paid FAN and any other necessary information for, each eligible individual to enable AT&T to initiate the process such individual will use to become a Subscriber Paid User associated to the Primary User Public Safety Entity's Subscriber Paid FAN and obtain a Subscriber Paid Plan, and (b) perform periodic audits of existing Subscriber Paid Users who are associated to the Primary User Public Safety Entity's Subscriber Paid FAN as requested by AT&T on a regular, but not less than once per year, basis to identify any individuals who are no longer an eligible employee or volunteer. AT&T reserves the right to limit a Primary User Public Safety Entity's ability to vet and approve new Subscriber Paid Users until such audit is completed.

SD-3. FirstNet Plans, Features and Equipment**SD-3.1. FirstNet Plans***Section Effective Date: 30-Mar-2018*

The AT&T FirstNet Solution features a variety of voice, text and data FirstNet Plans at various price points that are available exclusively to Public Safety Entities and their Authorized Users. In addition, there are machine-to-machine (telemetry), standalone Enhanced Push-To-Talk, and IoT FirstNet Plans available for Agency Paid Users. FirstNet Plans are designed either for use by the Authorized Users of Primary Users or Extended Primary Users. See the FirstNet Plans section of this Service Guide for information regarding the FirstNet Plans for Agency Paid Users and Subscriber Paid Users.

SD-3.2. AT&T FirstNet Solution: Included and Optional Features and Services*Section Effective Date: 14-Apr-2019*

The AT&T FirstNet Solution features include many features that are included in the FirstNet Plans or made available to Public Safety Entities at no additional cost. The AT&T FirstNet Solution also features optional AT&T services that Customers and, in certain cases, Subscriber Paid Users, can purchase as part of the AT&T FirstNet Solution or separately. If a Customer has purchased any of the optional services pursuant to an agreement that is not part of the Customer's AT&T FirstNet Solution agreement, the Customer will have the choice to continue to purchase the optional services under the separate agreement or incorporate the optional services into Customer's FirstNet Solution agreement.

The following table specifies Included and Optional features available for each FirstNet user category. Some features require specific equipment as specified in the feature's description.

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AT&T FirstNet Solution Included and Optional Features and Services			
Feature	Primary Users	Extended Primary Users	Subscriber Paid Users
First Priority® (not available to Authorized Users using an AT&T commercial core SIM)	Included	Optional	Included
AT&T Dynamic Traffic Management - Public Safety (only available to Authorized Users using an AT&T commercial core SIM)	Included	Optional	Included
FirstNet Local Control Portal	Included	Included	Included
Uplift Management	Included (use optional)	Optional (only for use by Primary User Public Safety Entity)	Optional (only for use by Subscriber Paid User's verifying Primary User Public Safety Entity)
FirstNet Federated Identity Credential and Access Management (ICAM)	Included (use optional)	Included (use optional)	Optional (only for use by Subscriber Paid User's verifying Primary User Public Safety Entity)
Enterprise Mobility Management Solutions	Optional	Optional	Not Available
AT&T Enhanced Push-to-Talk	Optional	Optional	Optional
Field Services	Optional	Optional	Not Available
AT&T Mobile Forms	Optional	Optional	Not Available
AT&T Business Messaging	Optional	Optional	Not Available
AT&T Global Smart Messaging Suite	Optional	Optional	Not Available
AT&T Landline Texting	Optional	Optional	Not Available
Private Mobile Connection	Optional	Optional	Not Available
AT&T Internet of Things Wireless Communications Service for FirstNet	Optional	Optional	Not Available
Box from AT&T	Optional	Optional	Not Available
Satellite Solutions	Optional	Optional	Not Available

SD-3.2.1. AT&T FirstNet Solution Included Services

SD-3.2.1.1. First Priority®: Priority and Preemption

Section Effective Date: 12-Dec-2019

First Priority provides Public Safety Entities and their Authorized Users using a wireless device that is compatible with the FirstNet Evolved Packet Core four primary features: (a) an enhanced

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network experience through the use of Quality of Service technology for approved business application traffic over the NPSBN; (b) priority access to available resources on the NPSBN; (c) for Primary Users' Authorized Users, preemption capability; and (d) for Primary User Public Safety Entities, Uplift Management, a network capability that allows authorized Primary Users' designated Uplift Managers to temporarily increase Authorized Users' relative priority levels and extend the preemption capability to more Authorized Users through the use of the FirstNet Uplift Management portal. In addition, Primary User Public Safety Entities have the ability to assign one of three levels of prioritization to each of their Authorized Users using First Priority's capabilities.

App Priority® is a First Priority feature, with which approved mobile apps (iOS apps and Android apps) can invoke priority access on demand.

The terms and conditions can be found in the [First Priority® Service Guide](#).

Public Safety Entities using FirstNet Plans on the AT&T commercial core have access to priority and preemption services using AT&T Dynamic Traffic Management - Public Safety, the terms and conditions for which can be found in the [AT&T Dynamic Traffic Management - Public Safety Service Guide](#) and FirstNet Plans.

SD-3.2.1.2. FirstNet Local Control

Section Effective Date: 30-Mar-2018

FirstNet Public Safety Entities have exclusive access to FirstNet Local Control, a portal that allows Customers to manage their Authorized Users, services and billing. Among other things, FirstNet Local Control gives Public Safety Entities' authorized administrators the ability to:

- add, edit, and remove Authorized Users;
- add, edit, and remove FirstNet Plans;
- shop, purchase and assign devices for Authorized Users;
- manage additional services, including Enhanced Push-to-Talk;
- pay bills;
- verify individuals eligible to purchase Subscriber Paid User plans;
- access other AT&T curated sites, such as Premier and the FirstNet App Catalog;
- limit the access and ability of Authorized Users to make changes to their plans or optional features and services; and
- view wireless reports, including device inventories, upgrade eligibility, rate plan summaries, performance reports and billing information.

FirstNet Local Control also gives Public Safety Entities near-real-time insight into the FirstNet network and local environmental conditions, including network status and alerts, weather and traffic conditions.

Public Safety Entities in American Samoa, Guam and the Northern Mariana Islands may not have access to all capabilities of FirstNet Local Control.

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SD-3.2.1.3. Uplift Management*Section Effective Date: 14-Apr-2019*

Uplift Management provides Primary User Public Safety Entities' designated and authorized communications managers ("Uplift Managers") the ability to modify the relative priority and preemption capabilities of the Authorized Users of both Primary User and Extended Primary User Public Safety Entities through the use of the Uplift Request Tool. Authorized Uplift Managers may access the Uplift Request Tool through FirstNet Local Control.

Using Uplift Management, Uplift Managers can identify and declare "Uplift Requests" through the portal. Uplift Managers can identify relevant cellular telephone numbers (CTNs) of Authorized Users needed to respond to events triggering an Uplift Request. Uplift Managers have the ability to input CTNs individually or imported as a CSV file. Once inputted, Uplift Managers can store various CTNs as a group, particularly useful when the same group of Authorized Users respond to events triggering an Uplift Request on a regular basis.

Uplift Managers can initiate a raise (i.e. "uplift") to the relative priority and preemption capabilities on the lines associated with the CTN. The Uplift Managers' uplift requests are sent to the FirstNet Evolved Packet Core, which sends back a result so that the Uplift Manager can monitor the response from the network.

Uplifts may be performed for a minimum duration of 1 hour and a maximum of 48 hours. Uplift only affects an Authorized User's experience in times of congestion; if the network is not congested, an uplift will be established, but there will be no discernible difference in the network experience.

SD-3.2.1.4. FirstNet Federated Identity Credential and Access Management (ICAM)*Section Effective Date: 30-Mar-2018*

The FirstNet Federated ICAM is a front end application through which FirstNet Public Safety Entities can create and manage digital identities and credentials for logging into FirstNet Local Control. With the FirstNet Federated ICAM, Customers' Authorized Users and other authorized personnel can log on to FirstNet Local Control directly using Customer-supplied credentials through a single sign on process. Customers using the FirstNet Federated ICAM are subject to the following terms:

- Customer must complete the AT&T FirstNet Partner Federation Form that is provided by its AT&T Account Representative.
- Customer must establish a unique username and authenticator (password or similar authenticator) for accessing and using FirstNet Local Control. Customer may modify its username and authenticator at its discretion. Customer is responsible for maintaining the confidentiality of its authenticator, and Customer accepts responsibility for all activity that occurs through FirstNet Local Control in connection with that authenticator. AT&T has the right to rely on the authority of anyone accessing Customer's account, through FirstNet Local Control or otherwise using Customer's authenticator.
- Customer must create and maintain a hyperlink from its intranet to FirstNet Local Control. AT&T reserves the right to approve the hyperlink, and, at AT&T's request, Customer will provide an actual representation of the hyperlink including, without limitation, any text, icons, graphics and design for review. Customer's Authorized Users and other authorized

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personnel may only access FirstNet Local Control through the hyperlink, and may access only such information that is authorized. Customer must take reasonable care to ensure that its Authorized Users and other authorized personnel comply with the requirements governing use of the FirstNet ICAM that are provided to the Customer during the onboarding process.

- Customer's right to use the FirstNet Federated ICAM is subject to AT&T's right to revoke access to the ICAM at any time in its sole and absolute discretion.

Use of FirstNet ICAM is optional. By choosing to use FirstNet ICAM, Customer acknowledges and agrees that, while the law generally prohibits the unauthorized interception of and/or access to electronic communications, privacy cannot be guaranteed, and Customer agrees to hold AT&T harmless in the event of any unauthorized interception.

SD-3.2.2. AT&T FirstNet Optional Services

SD-3.2.2.1. Enterprise Mobile Management Solutions

SD-3.2.2.1.1. AirWatch Hosted MDM from AT&T

Section Effective Date: 22-Sep-2017

AirWatch Hosted MDM from AT&T is a mobile device management solution that enables broad scale deployment of mobile devices with quick enrollment and easy configuration. Updates are provided over-the-air, and IT administrators can enforce policies, set restrictions, and help to secure devices while in use and if stolen. AirWatch Hosted MDM from AT&T supports Android, iOS, BlackBerry, Apple Mac OS, and Windows operating systems from a single console. Customers can manage many functions of MDM and other supported solutions from a single administrative portal using the same user name and password.

The terms and conditions can be found in the [AirWatch Hosted MDM from AT&T Service Guide](#).

SD-3.2.2.1.2. AirWatch On-Premises MDM from AT&T

Section Effective Date: 22-Sep-2017

AirWatch On-Premises MDM from AT&T is a Customer premises deployed mobile enterprise management software application solution for compatible smartphones, tablets, laptops, and rugged devices. AirWatch On-Premises MDM from AT&T can be used to provide mobile device, mobile content and mobile application management capabilities depending on the suite selected.

The terms and conditions can be found in the [AirWatch On-Premises MDM from AT&T Service Guide](#).

SD-3.2.2.1.3. IBM MaaS360

Section Effective Date: 22-Sep-2017

IBM MaaS360, formerly called IBM MobileFirst Protect, is a cloud-based, comprehensive Enterprise Mobility Management ("EMM") solution for enterprise device management. It provides:

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- Multi-platform support to manage and help secure all enterprise computing platforms from smartphones and tablets, including employee-owned devices
- A single console that allows Customers to manage device enrollment, security policies, monitoring, application and document distribution and help desk support
- Integration with Microsoft Exchange, Office 365, AD/LDAP, Lotus Traveler, and Certificate Authorities for advanced authentication
- The ability for Customers to implement robust policies for Bring Your Own Device (“BYOD”) security and privacy
- An easy to use interface that displays enterprise information on users, devices, and applications.

The terms and conditions can be found in the [IBM MaaS360 Service Guide](#).

SD-3.2.2.1.4. MobileIron Core

Section Effective Date: 26-Jan-2018

MobileIron Core combines data-driven smartphone management with real-time wireless cost control. MobileIron Core is a solution designed to offer Customers of any wireless service provider flexibility in applying security policies and procedures to the increasing number of mobile devices employed by Agency Paid Users in the enterprise. MobileIron Core will support Customers of any wireless service provider, using popular brands of operating systems or devices. MobileIron Core also allows for the management of mobile applications and can deliver and set policies for Customer applications as well as applications available through stores and markets.

The terms and conditions can be found in the [MobileIron Core Service Guide](#).

SD-3.2.2.1.5. MobileIron Cloud

Section Effective Date: 26-Jan-2018

MobileIron Cloud is a cloud-based multi-OS mobile device management solution that permits Customers to manage data-driven smartphones and other devices from a fully hosted platform. It provides visibility and control for mobile devices operating on the most popular operating systems.

The terms and conditions can be found in the [MobileIron Cloud Service Guide](#).

SD-3.2.2.1.6. NetMotion Software

Section Effective Date: 17-Jul-2018

NetMotion Software (formerly known as NetMotion Wireless from AT&T) consists of three carrier agnostic software applications: NetMotion Mobility™ (“Mobility”), NetMotion Diagnostics™ (“Diagnostics”), and NetMotion Mobile IQ (“Mobile IQ”) that provide an intelligent mobile Virtual Private Network (“VPN”) capability providing highly secure connectivity and management of mobile deployments. Mobility is a client/server software-only VPN for Windows, iOS, MAC and Android devices. Diagnostics is a connectivity troubleshooting solution that gives IT administrators near real-time alerts, visibility and tools to diagnose connectivity-related problems, whether on a mobile device, a GPS unit, enterprise servers or across any of the

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networks being used. Mobile IQ transforms mobile data into actionable insights in customizable dashboards.

The terms and conditions can be found in the [NetMotion Software Service Guide](#). The pricing for NetMotion Software can be found in the [NetMotion Software Product Brief](#).

SD-3.2.2.1.7. AT&T Message Archiving

Section Effective Date: 22-Sep-2017

AT&T Message Archiving enables Customers to store short message service (“SMS”) text messages and/or multimedia messaging service (“MMS”) messages (“Messages”) sent from or received by text enabled devices subscribed by Customer on the AT&T Mobility network. The terms and conditions can be found in the [AT&T Message Archiving Service Guide](#).

SD-3.2.2.1.8. AccessMyLAN

Section Effective Date: 15-Mar-2019

AccessMyLAN gives remote public safety workers highly secure access to mobile tools, without compromising on productivity and cost efficiency. It is a cloud based private APN solution that is easy to deploy and works for major OS or SIM enabled devices, including phones, tablets, laptops and routers. It provides continuous highly secure protection to users by filtering out malicious content and other online threats at the source in near real-time. It also provides broad visibility for Customer mobile devices and offers businesses powerful remediation capabilities through its cloud-based portal. The terms and conditions can be found in the [AccessMyLAN Product Brief](#).

SD-3.2.2.2. Push-to-Talk

SD-3.2.2.2.1. FirstNet Push-to-Talk

Section Effective Date: 31-Mar-2020

FirstNet Push-to-Talk (the “FirstNet PTT Solution”) is a next generation Push-to-Talk (“PTT”) service for Public Safety Entities that provides virtually instant voice communications (one-to-one or group) and rich features based on the Mission Critical standard for PTT communications. The FirstNet PTT Solution provides walkie-talkie-like communications and advanced features that are designed to operate on a portfolio of compatible smartphones and rugged phone devices, when available, and includes prioritization on the FirstNet Enhanced Packet Core and the AT&T LTE wireless data network. The terms and condition can be found in the [FirstNet Push-to-Talk Service Guide](#).

SD-3.2.2.2.2. AT&T Enhanced Push-to-Talk

Section Effective Date: 13-Dec-2018

AT&T Enhanced Push-To-Talk (EPTT) is a next generation Push-to-Talk (PTT) service that provides virtually instant voice communications, situational awareness capabilities, highly secure messaging, location features, and features based on industry standards for Mission Critical Push to Talk (MCPTT) such as emergency calling over 3G, 4G, 4G LTE and Wi-Fi. EPTT provides walkie-talkie-like communications and advanced features that operate on a broad portfolio of compatible smartphone and rugged phone devices and integrate with various advanced mobility applications for use on the AT&T wireless data network and compatible

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Internet-connected networks. The AT&T EPTT application is a FIPS 140-2 compliant software application that operates on compatible devices and it is offered to Customers in two tiers: AT&T EPTT Standard and AT&T EPTT Advanced.

See Sales Information in Pricing Section for AT&T EPTT Standard and AT&T EPTT Advanced. EPTT service is subject to the [AT&T Enhanced Push-to-Talk Service Guide](#).

SD-3.2.2.3. Field Services

Section Effective Date: 30-Jun-2017

Field Service includes the following optional services.

SD-3.2.2.3.1. AT&T Workforce Manager

Section Effective Date: 26-Jan-2018

AT&T Workforce Manager automates workflow and track workers on a detailed map, uses mobile devices to clock in and out, captures signatures, payments and photos from the field. It can extend the reach of Customers' backend systems to include dynamic work order sequencing and mobile invoicing.

The terms and conditions can be found in the [AT&T Workforce Manager Service Guide](#).

SD-3.2.2.3.2. AT&T Fleet and Asset Management

Section Effective Date: 30-Jun-2017

AT&T's Fleet and Asset Management portfolio of services provides Customers a variety of intelligent capabilities for the efficient deployment and tracking of resources. The portfolio includes intelligent dispatching that uses GPS enabled location-based services to let Customers deploy the closest vehicle for a job and optimize routes, saving time, labor and fuel. The portfolio includes services that collect real-time information from vehicles and assets to avoid compliance issues, track equipment in the field and enhance Customers' ability to perform their duties.

SD-3.2.2.3.2.1. AT&T Fleet Complete® – Asset Tracker

Section Effective Date: 22-Sep-2017

Asset Tracker is an asset tag with up to a 5-year battery life, built-in GPRS modem and integrated GPS that is designed to withstand extreme outdoor environments and provide reliable asset tracking. The AT-1000 is a self-contained GPRS modem with integrated GPS, cellular and PCS antennas, motion detector, optional accelerometer and internal rechargeable battery. Using a 32-bit microprocessor and a power management algorithm, the AT-1000 consumes less than 20 uA in sleep mode while remaining capable of periodic reporting of health, status and location of remote access. The 10,000 mAh battery can supply power for up to 5 years before it requires replacement, and Asset Tracker's construction is based on the IEC 68-2-27 environmental standard.

The terms and conditions can be found in the [AT&T Fleet Complete® - Asset Tracker Service Guide](#).

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SD-3.2.2.3.2. AT&T Fleet Complete® – Fleet Tracker*Section Effective Date: 22-Sep-2017*

AT&T Fleet Complete® - Fleet Tracker enables Customers to create geo-fences around business or depot locations and track when vehicles enter or exit; create flexible reports that record Stop, Speeding, Mileage and Maintenance information; and automate driver logs and manifests. Built-in alerts can be used to track speeding, idling, harsh braking, rapid acceleration, use of the Panic/Emergency button, ignition on/off, engine time, idle time, and personal time off. Fleet Complete Fleet Tracker from AT&T can be integrated with optional Garmin Personal Navigation Devices, enabling GPS navigation and turn-by-turn directions. Optional temperature monitoring and driver identification functions can be provided, and an optional back-up battery and back-up satellite modem are also available at an additional charge.

The terms and conditions can be found in the [AT&T Fleet Complete® - Fleet Tracker Service Guide](#).

SD-3.2.2.3.3. AT&T Fleet Complete® – Dispatch*Section Effective Date: 26-Jan-2018*

AT&T Fleet Complete - Dispatch enables Customers to track and dispatch fleet vehicles using real-time GPS location tracking and to create geo-fences around specific locations and track when vehicles enter or exit. The Solution enables package pick-up and delivery verification with barcode scanning and signature capture. Its two-way communication capability permits Agency Paid Users to accept and update the status of tasks, access job details and complete electronic clock in/out timesheets using a handheld device. Managers can monitor job status, workflow and job detail information, both in real-time and historically, and they can create workflow criteria to manage different jobs based on customized business rules. In addition, they can generate custom wireless work-order forms and view and analyze completed job processes from beginning to end. The alert function enables Customers to customize alerts that notify them of critical conditions that need attention. The Solution works on compatible iOS and Android 3.2 or higher handsets.

The terms and conditions can be found in the [AT&T Fleet Complete® - Dispatch Service Guide](#).

SD-3.2.2.3.3. AT&T Fleet Manager*Section Effective Date: 14-Nov-2017*

AT&T Fleet Manager is a powerful web-based location and telematics solution that provides fleet managers with near real-time and historical GPS-based information for efficient fleet management, including vehicle and driver performance, comprehensive mapping capabilities and an in-depth suite of configurable reports. It requires use with voice and data wireless communications services that are offered separately.

The terms and conditions can be found in the [AT&T Fleet Manager Service Guide](#).

SD-3.2.2.4. AT&T Mobile Forms*Section Effective Date: 22-Sep-2017*

AT&T Mobile Forms is a Business Workflow solution for compatible smartphones and tablets, to securely dispatch office data to and collect forms data from the field, as well as connect to back

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office systems and route data to and or through Cloud storage services, helping improve productivity, reduce costs and eliminate paper forms.

The terms and conditions can be found in the [AT&T Mobile Forms Service Guide](#).

SD-3.2.2.5. AT&T Business Messaging

Section Effective Date: 30-Mar-2018

AT&T Business Messaging is a highly secure group notification and messaging solution that works seamlessly with most business notification applications for enhanced wireless notification and response.

The terms and conditions can be found in the [AT&T Business Messaging Service Guide](#).

SD-3.2.2.6. AT&T Global Smart Messaging Suite

Section Effective Date: 30-Jun-2017

AT&T Global Smart Messaging Suite is a comprehensive, cloud-based, software-as-a service messaging solution that features a platform and a highly secure mobile messaging app which allows Customers to communicate with employees and external audiences in several ways, depending upon the needs of the Customer and the nature of the message. AT&T Global Smart Messaging Suite facilitates messaging via SMS, MMS, IP messaging, voice messaging, e-mail, and other business applications commonly used for employee and customer notifications. Support for GSMS will be provided by a separate AT&T helpdesk, not the FirstNet helpdesk. GSMS service will be invoiced on a separate AT&T invoice, not a FirstNet branded invoice.

SD-3.2.2.7. AT&T Landline Texting

Section Effective Date: 22-Sep-2017

AT&T Landline Texting enables Customers to receive, send and backup short message service (“SMS”) text messages and/or multimedia messaging service (“MMS”) messages (“Messages”) that are addressed to an enabled landline or toll free telephone number (“Registered Number”) and to create, store and backup contacts.

The terms and conditions can be found in the [AT&T Landline Texting Service Guide](#).

SD-3.2.2.8. AT&T Private Mobile Connection

Section Effective Date: 22-Sep-2017

AT&T Private Mobile Connection is a mobile connectivity solution that provides security-enhanced back-end connections between a WAN solution and the AT&T Mobility network. AT&T Private Mobile Connection extends Customers’ WAN infrastructure to mobile endpoints via standards-based connectivity between the enterprise and cellular networks.

AT&T Private Mobile Connection allows Customers to extend their WAN via network connectivity options (tunneling) that is compatible with Customers’ existing infrastructure. Customers can choose to establish tunnels via AT&T MPLS, Internet Protocol security (IPSec), and Generic Routing Encapsulation (GRE).

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AT&T Private Mobile Connection provides standards-based security enhancements that can be customized. For example, Customers can configure Custom Access Point Names (APNs), enabling them to manage security for private IP, firewall, and access control.

The terms and conditions can be found in the [AT&T Private Mobile Connection Service Guide](#).

SD-3.2.2.9. AT&T Internet of Things Wireless Communications Service for FirstNet

Section Effective Date: 13-Jul-2018

This Service Guide describes the AT&T Internet of Things (“IoT”) wireless communications products, platforms and services for FirstNet (the “Service”). The Service includes the features described in this Service Guide, including the Control Center for FirstNet powered by Jasper Technologies, LLC platform (“Control Center for FirstNet”) which is used to deliver the Service. The Service is available to Public Safety Entities that are eligible to purchase the FirstNet Solution and their qualified Agency Paid Users and Subscriber Paid Users (collectively “Authorized Users”) as determined by the requirements of FirstNet Authority. In addition, the Service is also available to a limited number of Original Equipment Manufacturers (“OEMs”) that manufacture and design Devices for use by Public Safety Entities and their Authorized Users. The wireless communications and Service-related products and services are available to AT&T Customers with an Internet of Things Wireless Communications for FirstNet Pricing Schedule (the “Pricing Schedule”).

The terms and conditions can be found in the [AT&T Internet of Things Wireless Communications Service for FirstNet Service Guide](#).

SD-3.2.2.10. Box from AT&T

Section Effective Date: 30-Mar-2018

Box from AT&T enables a Customer, its Agency Paid Users and external collaborators, including Subscriber Paid Users, to store and share content in a highly secure cloud workspace that can be accessed via smartphones, tablets, laptop and desktop computers with an internet connection and regardless of the user’s wireless carrier.

The terms and conditions for Box from AT&T, which is a Supplemental Service, can be found in the [Box from AT&T Service Guide](#).

SD-3.2.2.11. Intrepid Response for FirstNet

Section Effective Date: 23-Jul-2019

Intrepid Response for FirstNet is a low cost, simple- to- use web and mobile situational awareness platform for day-to-day and emergency operations for the edge user. It provides a geo-spatial solution that allows first responders to track the locations of their teams via mobile maps, communicate with those teams via messaging and/or push-to-talk services, and collaborate on disaster response through task management, map annotation, and group coordination. It provides a mobile-friendly tool that gives first responders detailed information from their teams about a situation as it’s developing. The terms and conditions can be found in the [Intrepid Response for FirstNet Product Brief](#).

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SD-3.3. FirstNet Equipment*Section Effective Date: 12-Dec-2019*

Public Safety Entities and their Authorized Users can choose from a broad portfolio of commercially available devices and accessories to meet the demands of administrative personnel and front line first responders. The portfolio includes choices from premium smartphones, rugged smartphones and feature phones, tablets, laptops, wearables, trunk mounted modems/routers, and accessories (remote speaker mics, cases, covers, headsets, etc.). Customers will be able to choose devices that are on the Android, iOS, or Windows operating systems. FirstNet equipment is certified by AT&T.

Available FirstNet equipment includes FirstNet Capable and FirstNet Ready™ devices.

“FirstNet Capable” refers to a device that, either out-of-the-box or with an original equipment manufacturer’s update: (a) utilizes a FirstNet SIM; (b) auto-provisions the proper IMS services after SIM installation; (c) supports High Priority Access (HPA); and (d) appears on the National Institute of Standards and Technology (NIST) List. A FirstNet Capable device may need to be unlocked prior to use with FirstNet.

“FirstNet Ready™” refers to a device that, out-of-the-box: (a) utilizes a FirstNet SIM; (b) auto-provisions the proper IMS services after SIM installation; (c) supports HPA, all AT&T commercial LTE Bands and Band 14; (d) meets band priority selection technical requirements; and (e) and appears on the NIST List.

SD-4. FirstNet Apps – App Catalog*Section Effective Date: 29-Mar-2019*

FirstNet subscribers have exclusive access to a dedicated app solution store, the App Catalog. Every app in the App Catalog is reviewed under standards developed by the FirstNet Authority for:

- relevancy – the app is relevant to the public safety community, with specific focus on function and operation.
- highly secure – the app adheres to security mechanisms and practices; it protects subscribers from data intrusions, leakage and malicious attacks.
- data privacy – the app protects first responders from data privacy intrusions and accidental leakage.

Some apps in the App Catalog have the designation of FirstNet Certified™, which means they have been reviewed and approved against the following additional criteria:

- availability – the app is available for first responders responding to public safety events, incidents and calls for service at any time.
- resiliency – the app has a mechanism that prevents the loss of information and accommodates continuity of operations for first responders responding to public safety events at any time.
- scalability – the app can scale to usage demands during public safety events, incidents and calls for service across all first responders across the nation.

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Single Sign-On is a FirstNet feature made available to apps in the App Catalog. With Single Sign-On, first responders sign in to their mobile device and seamlessly get logged in to the apps on their device that are enabled with Single Sign-On feature. Apps with Single Sign-On feature are marked in the App Catalog by the Single Sign-On icon.

The App Catalog can be accessed through the Local Control Portal.

AT&T is also committed to developing and maintaining a robust ecosystem of public safety-oriented apps and solutions through the FirstNet App Developer Program and the FirstNet Apps & Solutions online marketplace.

SD-5. Satellite Solutions

Section Effective Date: 30-Mar-2018

The Satellite Solutions provide Customer's Agency Paid Users access to satellite networks. The Satellite Solutions are intended to provide Public Safety Entities access to voice and data connectivity beyond the planned terrestrial permanent footprint for the NPSBN when the terrestrial network is unavailable. The Voice and Data Satellite Solutions feature: (a) a selection of appropriate satellite-communication enabled equipment; and (b) Satellite Service under various Prepaid Rate Plans for each piece of equipment denominated in "minutes" or "units." All Voice and Data Satellite Solutions require the purchase of designated equipment from AT&T and a card with a compatible Prepaid Rate Plan.

The Satellite Solutions offers include Vehicular Network Systems ("VNS"), which combine the 4G LTE connectivity offered under FirstNet Mobile - Pooled Plans with Satellite Service when and where needed. VNS Satellite Solutions require the use of a customer-provided in-vehicle router (IVR). Customers can configure their IVR for intelligent management, which allows the routing of voice and data traffic through the least expensive and more reliable connectivity (LTE or Satellite Service) depending upon location and circumstances.

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.

The terms and conditions can be found in the [Satellite Solutions Service Guide](#).

SD-6. First Responders Mobility Zone

Section Effective Date: 06-Dec-2019

First Responders Mobility Zone (FRMZ) includes (i) deployable equipment ("FRMZ Equipment") that provides AT&T Band Class 14 4G LTE wireless coverage where permanent network coverage is not available within AT&T licensed areas; (ii) wireless service ("FRMZ Wireless Service") between compatible devices and the FRMZ Equipment; (iii) satellite services connecting the FRMZ Equipment to the FirstNet Evolved Packet Core, which can either be provided by AT&T ("FRMZ Satellite Services") or furnished by Customer ("Bring Your Own Backhaul"); and (iv) related management services ("FRMZ Network Management Support Services").

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FRMZ provides authorized Agency Paid Users of FirstNet Public Safety Entities access to voice and data connectivity beyond the planned terrestrial permanent footprint for the Nationwide Public Safety Broadband Network (“NPSBN”) and associated radio access networks (“RANs”) and/or when the permanent terrestrial wireless network is unavailable. FRMZ Equipment and FRMZ Services are intended for use in Underserved Areas, No Service Areas or areas predetermined by coordination between Customer and AT&T.

FRMZ is available for use by authorized Agency Paid Users of FirstNet Primary Users and FirstNet Extended Primary Users who use devices with a FirstNet SIM (313-100).

The terms and conditions can be found in the [First Responders Mobility Zone Service Guide](#).

SD-7. Invoicing

Section Effective Date: 08-Aug-2017

Public Safety Entities will be invoiced pursuant to the terms of their agreement with AT&T. Subscriber Paid Users will be invoiced pursuant to the terms of the WCA.

SD-8. FirstNet Network Security

Section Effective Date: 30-Mar-2018

The FirstNet Security Operations Center helps to maintain the safety, security, and resiliency of the NPSBN by monitoring dedicated network elements against security threats. The FirstNet Security Operations Center serves as an advanced nerve center (central command and control) for identifying and directing the resolution of security issues that impact the NPSBN. The FirstNet Security Operations Center works closely with the AT&T Global Network Operations Center, where they share visibility into the network using best-in-class tools, processes and procedures. This collaboration fosters proactive operational and situational awareness to help protect the network, addressing the needs for security intelligence and the rapid resolution of impending or newly discovered threats. The FirstNet Security Operations Center:

- Maintains active monitoring of the NPSBN to help protect against security threats.
- Works closely with Public Safety Entities and federal agencies for situational awareness.
- Monitors the network using a sophisticated defense- in- depth architecture.
- Utilizes historic records to monitor for patterns using complex data mining technology.
- Draws on the expertise of best- in- class security experts.

SD-9. AT&T FirstNet Customer Support

Section Effective Date: 30-Jun-2017

AT&T will provide a dedicated AT&T FirstNet life cycle management team.

AT&T will provide help desk support 24X7, 365 days per year for Public Safety Entities and their Authorized Users.

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SD-10. Privacy*Section Effective Date: 30-Mar-2018*

When providing FirstNet services, AT&T adheres to the Privacy Policy located at <https://www.firstnet.com/privacy-policy>. The Privacy Policy has been reviewed and approved for use by the FirstNet Authority.

Pricing (P)**P-1. Pricing***Section Effective Date: 30-Jun-2017*

Prices for Plans, Optional Features, and Additional and Supplemental Services are provided in Sales Information unless provided in this section.

P-2. FirstNet Plans**P-2.1. Agency Paid Primary User Plans and Agency Paid Extended Primary User Plans****P-2.1.1. Agency Paid Primary User Plans and Agency Paid Extended Primary User Plans for State and Local Government Public Safety Entities***Section Effective Date: 30-Mar-2018*

Agency Paid Primary User Plans and Agency Paid Extended Primary User Plans, which allow State and Local Government Public Safety Entities to purchase voice, data and text plans for their Agency Paid Users, along with relevant terms and conditions, are available at <http://www.firstnet.com/firstnetgovprimary> and <http://www.firstnet.com/firstnetgovextended>.

Agency Paid Primary User and Agency Paid Extended Primary User Machine-to-Machine Plans, which allow State and Local Government Public Safety Entities to purchase telemetry plans for their Agency Paid Users, along with relevant terms and conditions, are available at <http://www.firstnet.com/firstnetgovprimarym2m> and <http://www.firstnet.com/firstnetgovextendedm2m>.

P-2.1.2. Agency Paid Primary User Plans and Agency Paid Extended Primary User Plans for Volunteer and Other Non-Government Public Safety Entities*Section Effective Date: 30-Mar-2018*

Agency Paid Primary User Plans and Agency Paid Extended Primary User Plans, which allow Volunteer and other non-governmental Public Safety Entities to purchase voice, data and text plans for their Agency Paid Users, along with relevant terms and conditions, are available at <http://www.firstnet.com/firstnetprimary> and <http://www.firstnet.com/firstnetextended>.

Agency Paid Primary User Plans and Agency Paid Extended Primary User Plans, which allow Volunteer and other non-governmental Public Safety Entities to purchase Machine-to-Machine (Telemetry) plans for their Agency Paid Users, along with relevant terms and conditions, are available at <http://www.firstnet.com/firstnetprimarym2m> and <http://www.firstnet.com/firstnetextendedm2m>.

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P-2.2. Subscriber Paid Plans

Section Effective Date: 30-Mar-2018

Pricing for the FirstNet Mobile - Responder Plans and FirstNet Mobile - Responder Unlimited Plans, which allow Subscriber Paid Users to purchase voice, text and data services under the AT&T FirstNet Solution, along with relevant plan terms and conditions, are available at <http://www.firstnet.com/firstnetresponder>.

P-3. Optional Services

P-3.1. First Priority™

Section Effective Date: 30-Mar-2018

Pricing is included in the FirstNet Plans section above.

P-3.2. AirWatch Hosted MDM from AT&T

Section Effective Date: 22-Sep-2017

Pricing can be found in the [AirWatch Hosted MDM from AT&T Service Guide](#).

P-3.3. AirWatch On-Premises MDM from AT&T

Section Effective Date: 22-Sep-2017

Pricing can be found in the [AirWatch On-Premises MDM from AT&T Service Guide](#).

P-3.4. IBM MaaS360

Section Effective Date: 22-Sep-2017

Pricing can be found in the [IBM MaaS360 Service Guide](#).

P-3.5. MobileIron Core

Section Effective Date: 22-Sep-2017

Pricing can be found in the [MobileIron Core Service Guide](#).

P-3.6. MobileIron Cloud

Section Effective Date: 22-Sep-2017

Pricing can be found in the [MobileIron Cloud Service Guide](#).

P-3.7. NetMotion Software

Section Effective Date: 17-Jul-2018

Pricing can be found in the [NetMotion Software Product Brief](#).

P-3.8. AT&T Message Archiving

Section Effective Date: 22-Sep-2017

Pricing can be found in the [AT&T Message Archiving Product Brief](#).

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P-3.9. Push-to-Talk

P-3.9.1. FirstNet Push-to-Talk

Section Effective Date: 31-Mar-2020

Pricing can be found in the [FirstNet Push-to-Talk Service Guide](#).

P-3.9.2. AT&T Enhanced Push-to-Talk

Section Effective Date: 23-Mar-2019

Pricing can be found for AT&T EPTT Standard Bolt-on Plans to any FirstNet Mobile Plan for Primary Users at www.firstnet.com/eptt Bolton primary and Extended Primary Users at www.firstnet.com/eptt Bolton ext primary. Pricing can be found for AT&T EPTT Feature phone EPTT Only Plans for Primary Users at www.firstnet.com/eptt Only primary and Extended Primary Users at www.firstnet.com/eptt Only ext primary.

Pricing can be found for AT&T EPTT Advanced at www.firstnet.com/eptt Bolton advanced.

P-3.10. AT&T Workforce Manager

Section Effective Date: 22-Sep-2017

Pricing can be found in the [AT&T Workforce Manager Product Brief](#).

P-3.11. AT&T Fleet Complete® – Asset Tracker

Section Effective Date: 22-Sep-2017

Pricing can be found in the [AT&T Fleet Complete® - Asset Tracker Service Guide](#).

P-3.12. AT&T Fleet Complete® – Fleet Tracker

Section Effective Date: 22-Sep-2017

Pricing can be found in the [AT&T Fleet Complete® - Fleet Tracker Service Guide](#).

P-3.13. AT&T Fleet Complete® – Dispatch

Section Effective Date: 22-Sep-2017

Pricing can be found in the [AT&T Fleet Complete - Dispatch Service Guide](#).

P-3.14. AT&T Mobile Forms

Section Effective Date: 22-Sep-2017

Pricing can be found in the [AT&T Mobile Forms Service Guide](#).

P-3.15. AT&T Business Messaging

Section Effective Date: 22-Sep-2017

Pricing can be found in the [AT&T Business Messaging Service Guide](#).

P-3.16. AT&T Global Smart Messaging Suite

Section Effective Date: 22-Sep-2017

Pricing can be found in the [AT&T Global Smart Messaging Suite Service Guide](#).

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P-3.17. AT&T Landline Texting*Section Effective Date: 22-Sep-2017*Pricing can be found in the [AT&T Landline Texting Service Guide](#).**P-3.18. AT&T Private Mobile Connection***Section Effective Date: 22-Sep-2017*Pricing can be found in the [AT&T Private Mobile Connection Service Guide](#).**P-3.19. AT&T Fleet Manager***Section Effective Date: 14-Nov-2017*Pricing can be found in the [AT&T Fleet Manager Product Brief](#).**P-3.20. AT&T Internet of Things Wireless Communications Service for FirstNet***Section Effective Date: 13-Jul-2018*Pricing can be found in the [AT&T Internet of Things Wireless Communications for FirstNet Service Guide](#).**P-3.21. Box from AT&T***Section Effective Date: 22-Sep-2017*Pricing can be found in the [Box from AT&T Service Guide](#).**P-3.22. Satellite Solutions***Section Effective Date: 30-Mar-2018*Pricing can be found in the [Satellite Solutions Product Brief](#).**P-3.23. First Responders Mobility Zone***Section Effective Date: 30-Sep-2018*Pricing can be found in the [First Responders Mobility Zone Product Brief](#).**P-3.24. AccessMyLAN***Section Effective Date: 15-Mar-2019*Pricing can be found in the [AccessMyLAN Product Brief](#).**P-3.25. Intrepid Response for FirstNet***Section Effective Date: 23-Jul-2019*Pricing can be found in the [Intrepid Response for FirstNet Product Brief](#).

End of Service Guide

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