ENTERPRISE AGREEMENT FOR EQUIPMENT AND SERVICES
Contract Number: 98000-GTA974-A
AMENDMENT NO. 11

This Amendment No. 11 is made this 3rd day of June 2020, by and between the **GEORGIA TECHNOLOGY AUTHORITY** ("GTA") and **AT&T Mobility National Accounts LLC** ("Contractor").

WHEREAS, heretofore GTA entered into that certain wireless Enterprise Agreement for Equipment and Services on December 31, 2013 ("Agreement"), with respect to certain products and services to be provided to GTA by the Contractor, as more particularly described therein as amended by the following amendments (collectively, the Enterprise Agreement for Equipment and Services and all the Amendments hereinafter referred to as the "Agreement"):

WHEREAS, the parties wish to amend the Agreement to reflect certain changes.

NOW, THEREFORE, in consideration of the premises, the terms and conditions stated herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto hereby agree as follows:

1. The existing Agreement is amended by adding three new services, Office@Hand, MobileIron Cloud and MobileIron Core as described in Exhibit A attached hereto and made a part hereof.

2   Notices, of the Agreement shall be modified by updating the contact information for GTA and Contractor, and by adding the following language to the end of this Section:

Georgia Technology Authority	AT&T Mobility National Accounts LLC
47 Trinity, 3rd Floor	2180 Lake Blvd NE
Atlanta, GA 30334	Atlanta, GA 30319
Attn: Internal Support Services	Attn: Mark Roberts
Contract Administration	Account Manager
Email: contracts@gta.ga.gov	Email: markp.roberts@att.com
Phone number: (404) 463-2300	Phone number: (404) 656-6786

3. Definitions. All capitalized terms used herein and not expressly defined herein shall have the respective meanings given to such terms in the Agreement.

4. Successors and Assigns. This Amendment No. 11 shall be binding upon and inure to the benefit of the successors and permitted assigns of the parties hereto.

5. Entire Agreement. Except as expressly modified by this Amendment No 9, the Agreement shall be and remain in full force and effect in accordance with its terms and shall constitute the legal, valid, binding and enforceable obligations of the parties. This Amendment No.11 and the Agreement, collectively, are the complete agreement of the parties and supersede any prior agreements or representations, whether oral or written, with respect thereto.

IN WITNESS WHEREOF, the parties have caused this Amendment No 11 to be duly executed by their authorized representatives as of the date set forth above.

AT&T MOBILITY NATIONAL ACCOUNTS LLC   **GEORGIA TECHNOLOGY AUTHORITY**

By: *Linda J Cottingham*   By: *Mark Latham*
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Name: Linda J Cottingham   Name: Mark Latham

Title: Sr. Contract Manager   Title: sourcing governance officer

Date: 05/29/20   Date: 6/3/2020

AT&T Unified Endpoint Management
MobileIron Cloud from AT&T

AT&T Business

Unlock the benefits of mobility to work faster, better, and smarter
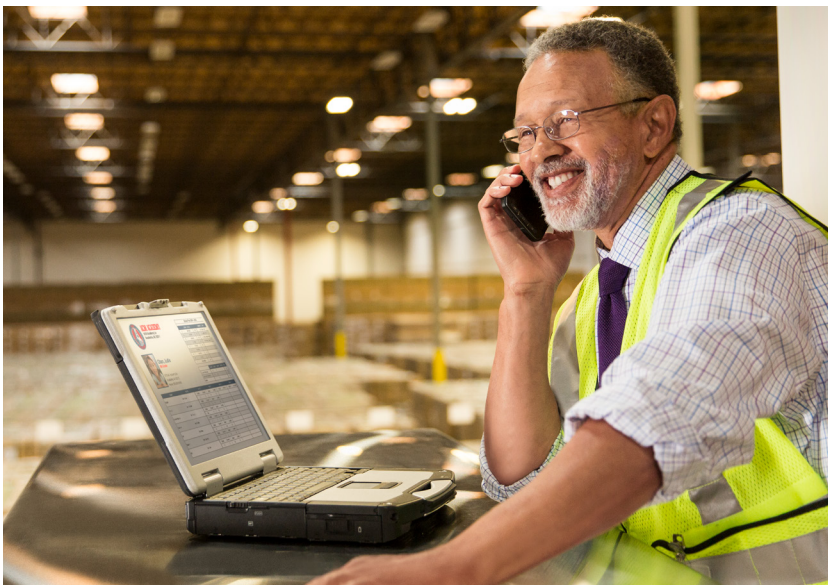
Organizations seeking the agility of the cloud to help them become mobile first turn to MobileIron from AT&T. Built to provide cloud-based Unified Endpoint Management (UEM), MobileIron from AT&T helps customers unlock the benefits of mobile.

Enterprise IT can more easily secure and manage mobile devices, applications, and content while end users can work faster, better, and smarter.

Cloud scale

MobileIron Cloud from AT&T helps organizations that want to harness the power of mobility and transform their business

dramatically with a cloud first approach. It delivers the layered security of the MobileIron platform via the cloud and is built on a scalable infrastructure to keep up with the proliferation of devices, apps, and data. More seamlessly support millions of devices so that your global mobile enterprise can plan for today and into the future.

Potential benefits

• Mac OS, Windows 10, Android management available

• Enhanced productivity with app management and content integration

• Effective data security and compliance

• Cost-effective and easy integration

• A scalable cloud-based solution

Features

• Licensing choices to maximize your budget; select from either per device or per user licenses

• Email+ provides an email/PIM

• Web@Work offers a secure native web browser

• Tunnel provides a highly secure tunnel per app VPN

• Access provides conditional access to services from mobile apps and browsers

• MobileIron Threat Defense provides a view into malicious threats using one app on iOS and Android devices

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Day-zero Support

MobileIron from AT&T quickly adapts new features with the release of devices, versions, and operating systems and makes them quickly available to

organizations (such as support for Android for Work). With MobileIron from AT&T always staying in step with the latest mobile developments, enterprise IT organizations can help users stay productive on the latest iOS, Android, and Windows Phone devices.

Bundle features	Silver	Gold	Platinum
24X7 ASD Support	•	•	•
Cloud Admin Console	•	•	•
Remote Wipe Options	•	•	•
AD/LDAP Integration	•	•	•
Sentry	•	•	•
Kiosk Mode/ Apple Business Manager	•	•	•
Bridge and Derived Credentials		•	•
Apps@Work		•	•
AppConnect		•	•
Email+		•	•
Docs@Work		•	•
Web@Work		•	•
Help@Work			•
Tunnel			•
ServiceConnect Integrations*			•
MobileIron Access + Authenticator	Add on SKU. Gold bundle recommended.		
MobileIron Threat and MobileIron Threat Defense+	Add on SKU.		

*SerivceConnect integrations available with the Platinum bundle include MobileIron developed software to integrate with specific third-party products and services. API-based integrations do not require the purchase of the Platinum bundle.

Enterprise-grade security

MobileIron Cloud from AT&T has been designed to offer an intuitive experience to both IT administrators and end users without compromising on security. IT administrators can readily create complex policies and instantly take action based on dynamic device states, while users can search and interact with apps and content in the same way as they do with personal apps and files. Built to integrate with everyday workflows, MobileIron from AT&T delivers a virtually seamless experience and eliminates the excessive burden of training IT or end users.

Security and certifications

MobileIron Cloud from AT&T is one of the most trusted Mobile IT cloud services in the industry. We have completed a SOC 2 Type 2 assessment to audit the operational and security processes of the service. We have the TRUSTe Privacy Seal, signifying that the company's privacy policy and practices have been reviewed for transparency, accountability, and choice regarding the protection of customer information and certifying compliance with EU privacy requirements.

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In addition, the MobileIron from AT&T platform has received FedRAMP^{SM} Authority to Operate (ATO). FedRAMP ATO recognizes that MobileIron Cloud has passed the federal risk management process defining standard security requirements for all cloud providers.

Certifications and compliances
FIPSI 140 Level 2
NIAPP MDM PP
NSA Approved
CJIS
Derived Credentials/PIV

MobileIron optional add-on features

Access + Authenticator

MobileIron Access + Authenticator is a cloud security solution that provides conditional access to cloud services from mobile apps and browsers. Unlike traditional security approaches, MobileIron Access + Authenticator correlates user identity with unique information feeds such as device posture and app state. MobileIron helps ensure that business data stays within IT bounds so it can't be stored on unsecured devices or shared with unauthorized cloud services. With MobileIron Access + Authenticator, organizations benefit from a standards-based approach that can more effectively secure any cloud service, including Office 365, without requiring proprietary integrations.

Supported browsers
Chrome for Windows and Mac
Safari for Mac, No Windows support
Firefox for Windows and Mac

For the best performance, Gold licenses are advised. MobileIron Access is only available in a per user – subscription license. Additional installation and configuration services may be required.

MobileIron Threat Defense

MobileIron Threat Defense guards your company from data loss from mobile threat events. With one app, detect and remediate known and zero-day attacks on the mobile device without disruption to user productivity.

Professional services

One of the following four Configuration and Training Service options is required for all installations of MobileIron from AT&T. Application Service Desk (ASD) On Boarding service is included in all Configuration and Training Professional Service installations.

Basic Configuration and Training – $500

AT&T will provide implementation services connected with the purchase of the Silver MobileIron Cloud Software Licenses. The deployment will be conducted remotely in a hosted environment.

Basic Plus Configuration and Training – $1,000 (Required with Silver Bundle – Connector only)

AT&T will provide implementation services connected with the purchase of the Silver MobileIron from AT&T Software Licenses. The deployment will be conducted in a hosted environment with the integration supported by on-premises MobileIron Connector to Active Directory in the client's data center. This project will be conducted remotely.

Enterprise Support and Training – $2,500 (Required with Silver Bundle – Connector and Sentry)

AT&T will provide implementation services connected with the purchase of the Silver MobileIron Cloud Software Licenses. The deployment will be conducted remotely in a hosted environment with the integration supported by on-premises MobileIron Connector to Active Directory in the client's data center and one Sentry.

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Enterprise Support Configuration and Training - $5,000 (Required with Gold and Platinum Bundles)

AT&T will provide implementation services connected with the purchase of the Gold or Platinum MobileIron Software Licenses. The deployment will be conducted remotely in a hosted environment with the integration supported by on-premises MobileIron Connector to Active Directory in the client's data center and two Sentrys.

Advanced Authentication using Certificates (Optional) – $1,750

Certificate-based authentication provides enterprises with the ability to establish identity while eliminating the need for end users to enter usernames and passwords on their mobile devices to access corporate resources, such as Exchange ActiveSync, VPN, or Corporate Wi-Fi. To use certificate-based authentication, your MobileIron from AT&T service will be configured to issue certificates from a built-in certificate authority. Additional professional service charges are required to configure this feature during installation.

License and pricing options**	Silver	Gold	Platinum
Device Subscription License	$48	$72	$90
User Subscription License	$72	$108	$138
Device MRC License	$4	$6	$7.50
User MRC License	$6	$9	$11.50

** "Subscription License" and "Monthly License" refer to annual and monthly payment terms, respectively.

Feature add-on options***					
Access User Subscription	$48	MobileIron Threat Defense device subscription	$60	MobileIron Threat Defense+ device subscription	$96
Access User - MRC License	$4	MobileIron Threat Defense user subscription	$90	MobileIron Threat Defense+ Defense user subscription	$144

***Features add-on options require Silver Bundle or higher licenses.

AT&T Unified Endpoint Management
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Important information

A minimum of 20 Solution licenses is required for initial purchase. The Solution's functionality is limited to certain mobile devices and operating systems. A list of supported operating systems can be obtained by contacting an AT&T Account Executive. Not all features are available on all devices. All amounts paid for the Solution are non-refundable. Billing begins as of Effective Date of applicable order. Users may download licensed Software onto a maximum of 3 devices. If any user exceeds the 3 device limit per license, an additional monthly license fee will be charged.

The Solution is available only to customers with a qualified AT&T business or government agreement ("Enterprise Agreement") and a Foundation Account Number ("FAN"). The Solution is available for use with multiple network service providers. Customer Responsibility Users ("CRUs"), Individual Responsibility Users ("IRUs") and Bring Your Own Device ("BYOD") users are eligible to participate in the Solution. With respect to users subscribed to an AT&T wireless service, activation of an eligible AT&T data plan on a compatible device with short message service ("SMS") capabilities is required. With respect to use of the Solution with devices subscribed to non-AT&T wireless providers, Customer is responsible for ensuring that its applicable end users and the Solution complies with all applicable terms of service of such other wireless carrier(s). All associated voice, messaging and data usage will be subject to the applicable rates and terms of such other wireless carrier(s). Refer to applicable wireless carrier(s) for such rates, terms and conditions. A compatible device with SMS capabilities is required.

The Solution's administrative interface is accessed via a Web portal and requires a PC with Internet connection. The Solution may be used as a tool to configure and customize certain settings and features and perform software updates only for compatible devices. Improper or incomplete configuration and/or downloads performed by Customer may result in service interruptions and/or device failures. AT&T does not guarantee compliance with such customized settings and/or updates.

The Solution is subject to the terms and conditions of the applicable Enterprise Agreement between AT&T and Customer and the End User License Agreement (MobileIron Cloud EULA) located at www.mobileiron.com/en/legal/eula. Customer must agree to the terms of the MobileIron Cloud EULA before its first use of the Solution. If Customer does not accept the terms of the MobileIron Cloud EULA, Customer must not use the Solution. Customer must accept the MobileIron Cloud EULA as the party liable for each CRU, and agrees in such case that the CRU will comply with the obligations under the MobileIron Cloud EULA, including but not limited to the limitations of use in certain countries. See your account representative for additional information regarding use of the Solution outside the US. Customer is responsible for providing each CRU of an enabled mobile device with a copy of the MobileIron Cloud EULA. The Customer and the CRU are individually and jointly liable under the MobileIron Cloud EULA. Customer shall not permit any IRU or BYOD user to register as a user of the Solution unless it uses the procedures provided by AT&T to obtain and preserve proof that the IRU or BYOD user has accepted the MobileIron Cloud EULA. Upon reasonable request from AT&T, Customer shall permit AT&T to review Customer's records of users' acceptances. Customer shall indemnify and hold harmless AT&T against all claims by any IRU or BYOD user relating to or arising from such IRU's or BYOD user's use of the Solution if the IRU or BYOD user has not accepted the MobileIron Cloud EULA. With regard to use of the Solution by residents of countries other than the US, Customer agrees to comply with the additional terms and conditions of use located in the Country Specific Provisions portion of the MobileIron Cloud Service Guide located at http://serviceguidenew.att.com/. Not all optional features are available in every country.

Data privacy: 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 behalf of AT&T or AT&T 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 the Solution. 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 and Customer's collection and use of Customer Personal Data obtained via the Solution, including, without limitation, end user device location information, 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 Product Brief or other sales information that describes the Solution and to AT&T Privacy Policy at http://www.att.com/gen/privacy-policy?pid=2506. Customer is responsible for notifying end users that the Solution provides mobile device management (MDM) capabilities and allows Customer to have full visibility and control of end users' devices, as well as any content on them. Professional Services: Upon completion of Professional Services, Customer must either sign the acceptance document AT&T presents or provide within five business days of the service completion date written notice to AT&T identifying any non-conforming Professional Services. If Customer fails to provide such notice, Customer is deemed to have accepted the Professional Services. Customer acknowledges that AT&T and Customer are independent contractors. Customer will in a timely manner allow AT&T access as reasonably required for the Professional Services to property and equipment that Customer controls. Customer will ensure that the location(s) to which access is provided offer(s) a safe working environment, free of hazardous materials and reasonably suitable for the Professional Services. The Professional Services provided shall be performed Monday through Friday, 9:00 a.m. to 5:00 p.m., local time. The mandatory software installation and configuration is estimated to take two days and must be completed within 45 days of order placement. If Customer's acts or omissions cause delay of installation and configuration beyond 45 days of order placement, AT&T will invoice Customer for the installation and configuration charges after the 45th day. If the professional services provided in connection with the Solution are more complex than those described in this product brief, then a separate statement of work describing the activity and related terms and pricing will be executed. If impediments, complications or Customer-requested changes in scope arise (Changes), the schedule, Solution and fees could be impacted. In the event any Change(s) affect the Solution or fees, the parties will modify Customer's order (or statement of work, if applicable) accordingly by executing a change order.

The Solution is provided "AS IS" with all faults and without warranty of any kind. AT&T HAS NO DEFENSE, SETTLEMENT, INDEMNIFICATION OR OTHER OBLIGATION OR LIABILITY ARISING FROM THE ACTUAL OR ALLEGED INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY BASED ON THE SOLUTION.

AT&T reserves the right to (i) modify or discontinue the Solution in whole or in part and/or (ii) terminate the Solution at any time without cause. AT&T reserves the right to conduct work at a remote location or use, in AT&T sole discretion, employees, contractors or suppliers located outside the United States to perform work in connection with or in support of the Solution. Exclusive Remedy: Customer's sole and exclusive remedy for any damages, losses, claims, costs and expenses arising out of or relating to use of the Solution will be termination of service.

FedRAMP Authorized

FedRAMP

AT&T Unified Endpoint Management
MobileIron Core from AT&T

AT&T Business

Unlock the benefits of mobility to work faster, better, and smarter

Potential benefits

- Mac OS, Windows 10, iOS, and Android management available
- Multi-OS Security
- Effective data security and compliance
- Secure the mobile app lifecycle while preserving user experience
- Help Desk and IT reporting and efficiency

Features

- Secure enterprise gateway
- Secure applications and app specific VPNs
- Single sign on
- Enterprise app store
- Workflow integration
- Visibility and reporting
- End-user and self-service via BYOD portal
- Access provides conditional access to services from mobile apps and browsers
- MobileIron Threat Defense provides a view into malicious threats using one app on iOS and Android devices

The MobileIron Core from AT&T solution provides organizations with the platform required to more effectively secure mobile apps, content, and devices.

Users benefit from near seamless access to the business processes and content on mobile devices of their choice, while providing IT the ability to more effectively secure corporate data on both corporate and personally owned mobile devices. By providing a modern Unified Endpoint Management (UEM) solution that supports both business productivity and IT security requirements, MobileIron Core enables today's enterprises to become mobile first.

The MobileIron Core from AT&T bundles are specifically designed to support the 3 main phases of the mobile first journey: 1) Device and Email Security, 2) Mobile App and Content Enablement,

and 3) Business and IT Transformation. Each bundle provides essential capabilities required to successfully deploy each phase of the mobile first journey. With the MobileIron Core from AT&T platform, organizations have the foundation they need to build a mobile security program that enables choice while addressing specific mobile security requirements.

Core Silver bundle

The Silver bundle provides all the essential capabilities required to build the foundation of a mobile first enterprise. The UEM Silver bundle includes capabilities that allow for near seamless device onboarding, configuration of security settings, app distribution, policy enforcement, and remediation.

Core Gold bundle

The Gold bundle is designed for customers ready to take the next step of the mobile-first Journey by providing highly secure apps and content on any mobile device.

Core Platinum bundle

The Platinum bundle is designed for organizations that have a solid mobile foundation and are ready to enter the advanced stages of the mobile-first Journey. The Platinum bundle provides additional capabilities including highly secure per-app VPN, Help Desk tools for remote viewing and control over end-user devices, and integrations with specific third-party products and services.

MobileIron optional add-on features

Access

MobileIron Access is a cloud security solution that provides conditional access to cloud services from mobile apps and browsers. Unlike traditional security approaches, MobileIron Access correlates user identity with unique information feeds such as device posture and app state. MobileIron helps ensure that

business data stays within IT bounds so it can't be stored on unsecured devices or shared with unauthorized cloud services. With MobileIron Access Authenticator, organizations benefit from a standards-based approach that can more effectively secure any cloud service, including Office 365, without requiring proprietary integrations.

For the best performance, Gold licenses are advised for the best performance, Gold licenses are advised. MobileIron Access Authenticator is only available in a per User – Subscription License. Additional installation and configuration services may be required.

MobileIron Threat Defense

MobileIron Threat Defense guards your company from data loss from mobile threat events. With one app, detect and remediate known and zero-day attacks on the mobile device without disruption to user productivity.

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	Silver	Gold	Platinum
Core Portal	•	•	•
Sentry	•	•	•
Apps@Work	•	•	•
AppConnect	•	•	•
Email+	•	•	•
Kiosk Mode/ Apple Business Manager	•	•	•
Bridge and Derived Credentials		•	•
Docs@Work		•	•
Web@Work		•	•
Help@Work			•
Tunnel			•
ServiceConnect integrations*			•
MobileIron Access + Authenticator	Add on SKU. Gold bundle recommended.		
MobileIron Threat and MobileIron Threat Defense+	Add on SKU.		
License and pricing options			
Device perpetual license	$75	$110	$140
User perpetual license	$110	$165	$210
Device maintenance - AT&T support	$15	$22	$28
Device maintenance - MobileIron support	$17.30	$25.30	$32.20
User maintenance - AT&T support	$22	$33	$42
User maintenance - MobileIron support	$25.30	$37.95	$48.30
Device subscription license	$48	$72	$90
User subscription license	$72	$108	$138
Device MRC license	$4	$6	$7.50
User MRC license	$6	$9	$11.50

*SerivceConnect integrations available with the Platinum bundle includes MobileIron developed software to integrate with specific thrid-party products and services. API-based integrations do not require the purchase of the Platinum bundle.

Derived credentials with Entrust

MobileIron has worked with Entrust to create a derived credential solution that will enable enterprise and government agencies to extend their existing security investments, such as common access cards (CAC), and personal identity verification (PIV), to give mobile devices highly secure access to agency resources without requiring employees to use additional hardware like sleds or smart card readers. The solution is compliant with government regulations and security standards such as Homeland Security Presidential Directive-12 (HSPD-12), Federal ICAM initiatives, FIPS 201 and NIST SP:800-157.

Additional installation and configuration services may be required.

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Enterprise Support configuration and training – $3,500 (required with Silver licenses)

AT&T will provide implementation services connected with the purchase of the Silver MobileIron Software Licenses. The deployment will be conducted remotely in a hosted environment with the integration supported by on-premises MobileIron Connector to Active Directory in the client's data center and one Sentry.

Enterprise Support configuration and training – $7,500 (required with Gold & Platinum licenses)

AT&T will provide implementation services connected with the purchase of the Gold or Platinum MobileIron Software Licenses. The deployment will be conducted remotely in a hosted environment with the integration supported by on-premises MobileIron Connector to Active Directory in the client's data center and two Sentries.

Installation of one additional MobileIron Sentry – $995 (optional)

If you require the installation of an additional MobileIron Sentry, AT&T will install it on a server that you provide and integrate it with MobileIron Core. Customer will provision, set up, and configure any load-balancing equipment or software required to front-end the MobileIron Sentry software.

Topics include:

- Overview of Core architecture and features
- User management
- Device registration and retirement
- Policy management and security
- Device configuration management
- Application management
- Device troubleshooting
- Reports and logs

Feature add-on options	
Access user subscription	$48
Access user - MRC license	$4
MobileIron Threat Defense device subscription	$60
MobileIRon Threat Defense user subscription	$90
MobileIron Threat Defense+ device subscription	$96
MobileIron Threat Defense+	$144

*SerivceConnect integrations available with the Platinum bundle include MobileIron developed software to integrate with specific third-party products and services. API-based integrations do not require the purchase of the Platinum bundle.

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MobileIron administrator training – $1,500 (optional)

For additional training for system administrators, AT&T will coordinate a web conference for up to 10 people. This half-day training will be a mixture of slide presentation, lecture, and demonstration regarding the MobileIron virtual smartphone platform.

High Availability – $6,000 (optional)

Customers who wish to create a redundant MobileIron Core from AT&T, can utilize the High Availability professional service:

- Review of the customer's existing traffic management and monitoring system required to redirect network traffic to the redundant Core
- Installation of a redundant VSP on the customer-provided platform and one optional sentry (an existing in-service Core is required)
- Installation and testing of the synchronization script between Core. Note: Customer is responsible for providing a server/VM/appliance for the installation of the second Core and to provide a traffic management and monitoring system to redirect network traffic to the redundant Core

Advanced Authentication using Certificates and Kerberos Delegation – $1,750 (optional)

To use Certificate Authentication, the customer's EMM server will need to be configured to issue certificates. Certificate authentication provides enterprises the ability to establish identity while eliminating the need for end users to enter usernames and passwords on their mobile devices to access corporate resources, such as Exchange ActiveSync, VPN, and Corporate Wi-Fi.

Service scope

AT&T will implement and configure the integration settings to enable the MobileIron Core appliance to issue certificates to mobile devices from a supported interface to the customer's Certificate Authority. AT&T will complete the Certificate

Authority integration configuration and settings:

- Create one certificate template representing the customer's desired type of identity certificate
- Define one-device policy profile for Exchange ActiveSync auto-configuration using an EMM-issued identity certificate
- Define one-device policy profile for VPN client auto-configuration using anidentity certificate
- Define one-device policy profile for preferred WiFi network auto-configuration using an identity certificate
- Configure the service accounts in ActiveDirectory (User or Computer object) for Kerberos authentication delegation and create service principal names (SPNs) if necessary
- Configure the email proxy service to request Kerberos delegated credentials on behalf of device users for mailbox access

AT&T will assist with the testing of each device profile on a single supported device.*

AT&T Unified Endpoint Management
MobileIron Core from AT&T

AT&T Business

Important Information:

General: MobileIron Core as described in this product brief (the "Solution") is available only to eligible customers with a qualified AT&T agreement ("Qualified Agreement"). The Solution is subject to (a) the terms and conditions found at https://info.mobileiron.com/EULAClickTHrough_EULARegistrationPage.html ("Additional Product Terms"); (b) the Qualified Agreement; and (c) applicable Sales Information. For government customers, any Additional Product Terms not allowable under applicable law will not apply, and the Qualified Agreement will control in the event of any material conflict between the Qualified Agreement and the Additional Product Terms. Any service discounts, equipment discounts, and/or other discounts set forth in the Qualified Agreement do not apply to the Solution. The Solution may not be available for purchase in all sales channels or in all areas. Additional hardware, software, service and/or network connection may be required to access the Solution. Availability, security, speed, timeliness, accuracy and reliability of service are not guaranteed by AT&T. Additional fees, charges, taxes and restrictions may apply.

Requirements: The Solution is available for use with multiple network service providers. Both Corporate Responsibility Users ("CRUs") and Individual Responsibility Users ("IRUs") are eligible to participate in the Solution. Activation on an eligible AT&T data plan on a compatible device is required for end users subscribed to an AT&T wireless service. With respect to use of the Solution with devices subscribed to non-AT&T wireless providers, Customer is responsible for ensuring that its applicable end users and the Solution complies with all applicable terms of service of such other wireless carrier(s). All associated voice, messaging and data usage will be subject to the applicable rates and terms of such other wireless carrier(s). Refer to applicable wireless carrier(s) for such rates, terms and conditions. A compatible device is required.

The Solution software requires a MobileIron operating environment server or, where available, the purchase of a MobileIron appliance from AT&T. Customer is responsible for the configuration of the appropriate Domain Name System (DNS) prior to AT&T installation activities. Core integration with enterprise public key infrastructure is not included. The Core is accessed via a Web portal and requires a PC with Internet connection. Improper or incomplete software configuration and/or downloads performed by Customer may result in service interruptions and/or device failures. Optional hardware appliances (servers) are available only to US customers at an additional charge of $7,000 or $20,000 each.

Data privacy: 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 the Core. As used herein, 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 the Solution 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 Product Brief or other sales information that describes the Solution and to AT&T's Privacy Policy at http://www.att.com/gen/privacy-policy?pid=2506.

Use of the solution outside the U.S.: Customer agrees to comply with the additional terms, conditions and restrictions located at MobileIron Core Service Guide that apply to downloading and use of the Solution outside the United States. AT&T reserves the right to make changes to these terms and conditions and restrictions from time to time.

Professional services: Upon completion of Professional Services, Customer must either sign the acceptance document AT&T presents or provide within five business days of the service completion date written notice to AT&T identifying any non-conforming Professional Services. If Customer fails to provide such notice, Customer is deemed to have accepted the Professional Services. Customer acknowledges that AT&T and Customer are independent contractors. Customer will in a timely manner allow AT&T access as reasonably required for the Professional Services to property and equipment that Customer controls. Customer will ensure that the location(s) to which access is provided offer(s) a safe working environment, free of hazardous materials and reasonably suitable for the Professional Services. The Professional Services provided shall be performed Monday through Friday, 9:00 a.m. to 5:00 p.m., local time. The mandatory software installation and configuration is estimated to take two days and must be completed within 45 days of order placement. If Customer's acts or omissions cause delay of installation and configuration beyond 45 days of order placement, AT&T will invoice Customer for the installation and configuration charges after the 45th day. If the professional services provided in connection with the Core are more complex than those described in this product brief, then a separate statement of work describing the activity and related terms and pricing will be executed. If impediments, complications or Customer-requested changes in scope arise (Changes), the schedule, Core and fees could be impacted. In the event any Change(s) affect the Core or fees, the parties will modify Customer's order (or statement of work, if applicable) accordingly by executing a change order.

AT&T reserves the right to (i) modify or discontinue the Solution in whole or in part and/or (ii) terminate the Solution at any time without cause. AT&T reserves the right to conduct work at a remote location or use, in AT&T's sole discretion, employees, contractors or suppliers located outside the United States to perform work in connection with or in support of the Solution.

MobileIron

*Diagnosis and remediation of failed test cases to verify that a certificate of the correct type is issued by the Certificate Authority and installed within the device certificate store. The customer is responsible for any diagnosis or remediation of authentication or authorization failures within the authentication, authorization and accounting (AAA) infrastructure.

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

Share this with
your peers

AT&T Business Solutions
AT&T Office@Hand

AT&T Business

Unify voice, messaging and conferencing capabilities in the cloud.

Now you can quickly and easily extend enterprise-grade voice, fax, messaging and conferencing services to your mobile and branch office employees, without a costly phone system to buy, install and maintain.

AT&T Office@Hand is a highly secure, cost-effective, cloud-based IP business communication service that frees up capital while allowing employees to work virtually anywhere, connect seamlessly on almost any device, and collaborate more effectively. One number provides each employee all of their business voice, fax, and text messaging so workers can be more productive, whether they're in the office, in the field, or simply on the go.

Potential benefits

- **Improve customer satisfaction –** just one number connects customers with the right person

- **Increase efficiency –** easy-to-use phone, fax, messaging and conferencing system lets you spend more time serving customers, not managing communications

- **Increase mobile productivity and collaboration –** employees can work nearly anywhere on the devices they prefer: smartphone, tablet, softphone, or desktop IP phone

- **Realize real-time savings –** single, low monthly fee, simplified administration, and limited hardware expense

- **Affordable and predictable –** no user setup fees to pay, no software to maintain and no complex hardware to install

- **Simple setup and instant activation –** from select web-connected devices and the web

AT&T Business Solutions
AT&T Office@Hand

AT&T Office@Hand lets every employee, work group or department project the same communication image as headquarters, with professional calling features such as auto attendant, multiple extensions, dial-by-name directory, voicemail, on-hold music, toll-free numbers, conferencing and more.

And with advanced call handling and shared lines, customers can call in and connect to the right employee the first time for sales assistance, customer service or technical support.

You get all of this capability for one affordable monthly fee. There's no complicated setup or expensive hardware to buy. All you need to get started is a high-speed Internet connection or private network connection, a compatible router, and at least one AT&T mobile telephone number for service billing. AT&T Office@Hand works on a wide selection of devices over a variety of connections, so employees can be connected via broadband, cellular, and Wi-Fi.
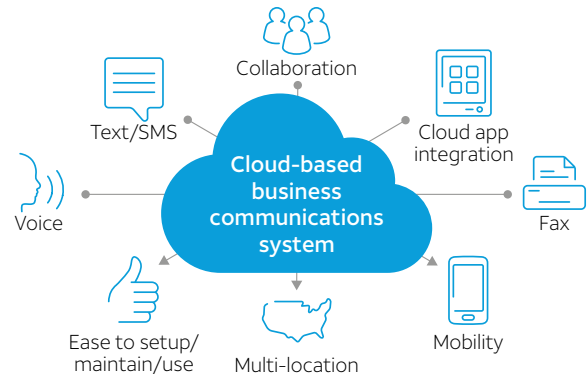
Use any of the Plug & Ring® ready desktop IP phones and the AT&T Office@Hand desktop app or an existing mobile or fixed line desk phone – the choice is yours! Plus, company or personal settings are easily managed with a smartphone or web-connected computer or tablet device, so control is at hand as your business needs change, any time of day.

AT&T Office@Hand offers three packages– Standard, Premium and Enterprise – allowing you to select the product that fits your business today and easily upgrade as your needs change.

Included features	Standard	Premium	Enterprise
Call and management phone system administration	X	X	X
Access, manage, and use on smartphones and tablets	X	X	X
Virtually unlimited Internet faxes and local/long distance calls	X	X	X
Toll-free minutes[1]	1,000 min/mo per account	2,500 min/mo per account	10,000 min/mo per account
Unlimited conferencing and Business SMS	X	X	X
Microsoft® Outlook® email notifications; Google Drive™ online storage service, Box from AT&T, and Dropbox integration	X	X	X
Shared Lines	X	X	X
Multi-level Interactive Voice Response (IVR)	X	X	X
HD multi-point video conferencing	Up to 4 participants per conference	Up to 100 participants per conference	Up to 200 participants per conference
Salesforce® integration		X	X
Google integration	X	X	X
Zendesk® integration		X	X
Microsoft® Office 365™ integration	X	X	X
Automatic call recording		X	X
Call monitoring		X	X
AT&T Office@Hand analytics portal	X	X	X

AT&T Business Solutions
AT&T Office@Hand

AT&T Business

Fully integrated phone, fax and messaging, in one easy-to-use cloud-based service

With AT&T Office@Hand, you get up to three company numbers for your business: a local main number, a toll-free number, and a local number for faxes. Features such as user extensions, business SMS, dial-by-name directory, and customizable greetings make it easy for customers to reach the right employee every time even if your business, offices, or workers are dispersed geographically or remotely.

Extensions and 'all in one' numbers

You can give each employee their own unique extension and direct-dial number for voice, fax, and text messaging. Create and assign employees to one or more group extensions to provide one more way for callers to reach the right person. Plus, users can create their own customizable rules for handling their own calls. For maximum productivity and flexibility, employees can forward calls to up to 4 phone numbers of their choice – for example, mobile, office, or home phone numbers – and have them ring sequentially or simultaneously.

Desktop IP phones

Our optional Plug & Ring® ready Polycom, Yealink or Cisco desktop IP phones, conference phones, and related accessories come pre-configured to your account. And you can use your existing broadband service and router to be up and running in minutes.

Internet fax and CloudFax™

Send and receive faxes on your select smartphone[1] from the AT&T Office@Hand portal or your email. With CloudFax, you can fax documents directly from cloud storage apps – including Box from AT&T, Google Drive™ online storage service, and Dropbox.

Business SMS

Employees can send and receive texts to and from customers, colleagues and departments using their AT&T Office@Hand business number. It is true single number reach for phone, fax, and text.

Enhanced voicemail

Separate business from personal calls with ease. Visual voicemail, included for all extensions and users, provides instant notification when you receive a message. Listen to, save, forward, or delete messages from a list stored in a separate area on your compatible iOS® and Android™ devices[1] and online.

International calling[1]

Optional calling credit plans in auto refillable increments enable international calling so you can maintain contact with customers and team members virtually anywhere in the world.

Voice conferencing[2]

Each user on your AT&T Office@Hand phone system gets their own conference bridge with host and participant access codes, enabling everyone on your team to hold an unlimited number of conferences whenever they want.

Shared Lines – share calls and lines across devices

The AT&T Office@Hand administrator can create Shared Lines groups of any Plug & Ring® ready phones or other registered devices that share the same number in the same location. When that number is called, all of the phones in the group ring, and the call can be answered from any of them. This feature is especially useful in industries such as retail, restaurants and warehouses. Calls can easily be handed off to other phones in the Shared Lines group. Calls placed on hold can use the AT&T Office@Hand paging feature to alert someone to pick up the call on another phone quickly and easily.

Call park

Place up to 50 calls on hold in the cloud for you or other users to retrieve from AT&T Office@Hand desktop IP phones and softphones.

AT&T Business Solutions
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Intercom

Use your desktop IP phone or softphone to make short announcements, have quick conversations with colleagues in other office locations, or tell a co-worker there's a parked call waiting.

411 directory listing[3]

Establish a strong local presence for your business by publishing your company information. Within 24 to 72 hours after entering your primary contact information on the AT&T Office@Hand portal, your free business listing will be in national local directories allowing callers who dial 411 to find your contact information quickly and easily.

Vanity, true toll-free or extra fax and local numbers[4]

Customize how customers reach your business with optional add-on numbers. Develop a local or national presence in the markets that are important to your success or select a vanity number to best represent your business identity.

Salesforce® integration

AT&T Office@Hand integration with Salesforce® enhances your CRM experience with integrated business communications. With an AT&T Office@Hand softphone installed on your computer, you can place calls within the Salesforce® application by simply clicking on a contact or an account record. Incoming calls trigger a pop-up window with the caller's account information to view before answering. And you can attach call notes to specific contact records.

Call monitoring

In call center environments, managers can activate the AT&T Office@Hand call monitoring feature in order to access and listen to their customer service representatives' conversations in real-time. This feature allows supervisors and authorized users to monitor, join, take over and even instruct their

employees in a whisper tone during an active call. The call monitoring feature provides supervisors with additional training capabilities and quality assurance tools to help coach their employees.

Automatic call recording

Automatic Call Recording offers administrators an automatic way of recording inbound and outbound user calls. Recorded calls are stored in the cloud and available for download and playback for up to 90 days. Listen to recordings as many times as you would like – to review conversations or to take notes.

Enterprise

For customers whose communications needs call for a comprehensive cloud-based phone solution, Enterprise offers all of the features and functionality of Standard and Premium, plus the freedom of 10,000 Toll-Free minutes per month. In addition, Enterprise includes multi-point HD video conferencing and screen share with AT&T Office@Hand Meetings, for desktops and web-connected devices.

Advanced screen sharing

AT&T Office@Hand allows you to deliver presentations with office documents and share websites in cloud-based storage, such as Box from AT&T. With the AT&T Office@Hand Meetings app, anyone can share and contribute from their computer or mobile device.[5] Web- and video-based demonstrations are enhanced with notes and illustrations using mark-up and drawing tools on shared items.[5] Finally, integrated chat provides a way to enhance real-time discussions and have private exchanges between meeting attendees.

HD video conferencing

All AT&T Office@Hand editions allow users to host and hold high-definition video conferences across desktops and select web-connected devices. Conferences can start instantly or be scheduled in advance.

AT&T Business Solutions
AT&T Office@Hand

AT&T Business

Requirements

Whichever Edition you choose, there are only a few service and system requirements for using AT&T Office@Hand:

- At least one AT&T mobile subscriber at your business.

- High-speed Internet service with enough bandwidth and connection quality to provide IP phone and data communications to all of your users. The Broadband Capacity and Connection Quality Test Tools can confirm whether you have sufficient bandwidth to handle your estimated voice traffic.

- A router with Quality of Service (QoS) capability, which assures quality of voice communications by giving your IP phone calls priority over other network traffic, especially in times of high usage.

Access and manage all of your phone system functions from compatible iOS® and Android™ devices or online from web-connected devices.[5] Employees can download our free app or login to the online site to begin using the service.

Specialized implementation support

Our service implementation team will contact you within 48 hours of sign up to help you customize your AT&T Office@Hand account to your business needs.

Why AT&T

- **Quick:** With instant activation, fast set up, and no technical expertise needed, you can be up and running in minutes.
- **Flexible:** Connects multiple offices and employees, letting them use any phone.
- **Mobile:** Keep employees connected on the go. Manage your system from virtually anywhere.
- **Scalable:** Grows with your business. Add new users and locations with a few clicks. Upgrade features for all users by moving to another Edition.
- **Affordable:** With all users on the same Edition, communications budgeting becomes simple and predictable.

Contact a specialist today to see how AT&T can help you.
Visit here for a full description of the terms of service.