

## Private Mobile Connection (formerly COMMERCIAL CONNECTIVITY SERVICES (CCS)) – COAM FRAME RELAY ATTACHMENT

Last Revised 12/20/17

**1. Private Mobile Connection – Private Mobile Connection - COAM Frame Relay Attachment.** Pursuant to the terms and conditions of the Agreement and this Attachment, AT&T will provide Private Mobile Connection – COAM Frame Relay to Customer.

**2. Definitions.** In addition to the defined terms found elsewhere in the Agreement, the following definitions apply to Private Mobile Connection – COAM Frame Relay.

**2.1 “APN”** means Access Point Name.

**2.2 “AT&T Frame Relay Service”** means the legacy AT&T packet service described in the AT&T Business Services Guide for AT&T Packet Services found at <http://new.serviceguide.att.com>.

**2.3 “Private Mobile Connection – COAM Frame Relay”** means the logical connection between the Customer’s network and AT&T’s wireless network using frame relay components provided by Customer in accordance with the terms and conditions of this Attachment.

**2.4 “COAM”** means customer owned and maintained.

**2.5 “Connection Right”** means the right to connect to AT&T’s wireless network through Private Mobile Connection – COAM Frame Relay.

**2.6 “FES”** means Customer’s fixed end system that includes, but is not limited to, Customer’s host, server or gateway system that hosts the Customer’s enterprise applications and specialized databases.

**2.7 “Host Application”** means a software or other enterprise application Customer intends to use in connection with Private Mobile Connection – COAM Frame Relay.

**2.8 “IP”** means Internet Protocol.

**2.9 “IP Charge” or “IP Charges”** means the monthly charges payable by Customer in connection with public static IP addresses or public dynamic IP addresses more fully described in §6 of this Attachment.

**2.10 “Premises”** means Customer’s facility where the FES is located.

**2.11 “Set-Up Charge” or “Set-Up Charges”** means the set-up and connection charges payable by Customer and related to Private Mobile Connection – COAM Frame Relay, SMPP Connection, IP addresses, and/or custom APN, all as more fully described in §6 of this Attachment.

**3. Connection Right and Limitations.**

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

**3.2 Limitations.**

**3.2.1** The Connection Right is for a single Private Mobile Connection – COAM Frame

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

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

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

**3.2.4** The Connection Right is not exclusive.

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

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

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

**3.2.8** To the extent AT&T separately provides AT&T Frame Relay Service to Customer, not all corresponding service capabilities, service level agreements, and/or features are available or interoperate with Private Mobile Connection – COAM Frame Relay.

#### **4. Customer's Responsibilities.**

**4.1 Frame Relay Requirement.** In order to facilitate Private Mobile Connection – COAM Frame Relay, Customer must have and maintain its own frame relay network with the ability to connect to AT&T's wireless network.

#### **4.2 Host Applications.**

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

**4.2.2 Host Application Approval.** Customer acknowledges and agrees that deployment of Private Mobile Connection – COAM Frame Relay is subject to AT&T's review and approval of Customer's Host Applications. Customer must submit a written request for approval by AT&T prior to any modification of the network traffic profile or the addition of a new Host Application. In the event Customer modifies a Host Application without AT&T's prior written approval, or adds

additional Host Applications or features to existing Host Applications without an AT&T approved customer order form for such modifications or additions, AT&T may immediately suspend or terminate the Connection Right.

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

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

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

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

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

**4.7 Customer Contact; Test and Turn-Up.** Customer must designate a Customer representative ("Customer Contact") with responsibility for assisting AT&T, during a mutually agreeable time and upon reasonable prior notice from AT&T, in the testing and deployment of Private Mobile Connection – COAM Frame Relay (the "Test and Turn-Up"). The Customer Contact's responsibilities

with regard to Test and Turn-Up include, among other things: (a) validating failover functionality (if an optional backup Private Mobile Connection – COAM Frame Relay has been ordered), (b) validating that the Private Mobile Connection – COAM Frame Relay works properly and permits access to Customer’s network and the Host Application, and (c) authorizing the final deployment of the Private Mobile Connection – COAM Frame Relay. The Private Mobile Connection – COAM Frame Relay will not be operational until the Customer Contact has participated in and approved all aspects of the Test and Turn-Up.

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

**5. AT&T’s Responsibilities.** AT&T will establish and facilitate Private Mobile Connection – COAM Frame Relay in accordance with the terms and conditions of this Attachment.

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

**6.1 Set-Up Charges.**

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

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

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

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

**8. Warranty Disclaimer.** FOR PURPOSES OF WARRANTIES AND CORRESPONDING DISCLAIMERS UNDER THE AGREEMENT, “SERVICE” INCLUDES THE CONNECTION RIGHT AND ALL SERVICES PROVIDED IN CONNECTION WITH THE Private Mobile Connection – COAM FRAME RELAY.

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