



# Get on the fast track to productivity

## AT&T Enhanced Push-to-Talk

Time is money, and with an increasingly mobilized workforce, time waiting to connect people, information and resources wastes money. Communication has to happen fast to keep things moving efficiently, and efficient mobile access is a key driver of productivity.

Having the right mobile communications network and infrastructure in place is critical for connecting your employees, applications and business processes with fast and reliable access virtually anytime and anywhere.

Push-to-talk (PTT) communications systems with walkie-talkie-like instant group calling have long been a mainstay of mobility-dependent industries, such as transportation, construction, hospitality and field services. Push-to-talk's simple one-button approach to nearly instantaneous one-to-one and one-to-many voice communications gets things done quickly and gets things done right, improving worker collaboration and productivity and helping your bottom line.

Instantaneous communications means no time wasted on call setup or going to voice mail. And with PTT's presence and availability features, you know you are going to get to the right person – or entire work groups.

PTT is changing rapidly with the advent of new mobile technologies and innovations, and there has never been a better time to upgrade to the next generation of push-to-talk mobile. It's time to migrate your push-to-talk solution to the new era of mobile devices and high-speed networks.

AT&T Enhanced Push-to-Talk is an IP-based end-to-end communications and applications platform that offers fast performance, sub-second call setup, advanced features, a broad portfolio of compatible smartphone and rugged phone devices on the nation's largest 4G network and compatible Wi-Fi networks.

For many workers, the need to manage multiple communications tools – cell phone, radio, pager, in-vehicle GPS, PCs, clipboards, you name it – can prove burdensome and counter-productive. AT&T Enhanced Push-to-Talk enables users to combine all those features on a single mobile device to save time, hassle and money.

With Enhanced Push-to-Talk you can:

- See who's available to talk now with real-time presence status indicators (available, unavailable, Do Not Disturb)
- Make calls on AT&T's expansive 3G, 4G and 4G LTE networks or compatible Wi-Fi networks
- Create large contact lists with up to 1,000 contacts using an online Corporate Administrator Tool for managing user PTT contacts and groups
- Conduct a group call with up to 250 people simultaneously with the push of a button
- Consolidate multiple functions (PTT, e-mail, cellular calls, GPS mapping and directions, mobile forms/work orders, Point of Sale, in-house applications and more) on a single smart device (some available separately)
- Allow supervisors to override PTT calls in order to communicate important, time-sensitive messages to their teams
- View your mobile workers' locations and PTT statuses on a map using the optional Integrated Dispatch feature
- Communicate with Land Mobile Radio and other external PTT networks through the optional Interoperability feature

A cellular-based, enterprise-grade PTT solution on the latest smartphone technology lets you consolidate all your critical mobile workflow elements on a single communications platform, including dispatch, fleet management, GPS tracking, ticketing, field force automation, work order management, inventory and asset management, mobile forms, and mobile resource management. By adding the optional Integrated Dispatch feature, your administrators or dispatch supervisors can use a PC Windows® based application to track the locations of users with compatible devices and view their status on a map, communicate with individuals and group members, monitor conversations, view call history data and record conversations between the dispatcher and group members. Enhanced Push-to-Talk can also be connected to users of other Push-To-Talk networks using

the Interoperability feature and additional third party equipment provided by other suppliers. That means faster and richer collaboration that can increase your internal ROI, drive and enhance productivity in your business, eliminate paper, improve people-processed assets and lower the total cost of ownership for your communications.

AT&T Enhanced Push-to-Talk offers a complete solution roadmap for field service workers that not only delivers the benefits of traditional PTT communications – quick calling and group talking – but can be integrated with your back-end enterprise systems and scale to meet your future needs.

For AT&T Enhanced Push-to-Talk customers using a qualified feature phone or qualified smartphone, AT&T Enhanced Push-to-Talk plans are also available with *AT&T Dynamic Traffic Management – Enterprise* or *AT&T Dynamic Traffic Management – Public Safety* included. AT&T Dynamic Traffic Management uses Quality of Service (“QoS”) network technology to enable enterprise and government customers to prioritize their mission-critical business data traffic on the AT&T-owned domestic 4G LTE network. The solution also includes AT&T Dynamic Traffic Management performance reporting.

The Enhanced Push-to-Talk plan with **AT&T Dynamic Traffic Management – Enterprise** is available to qualified enterprise and government customers.

The Enhanced Push-to-Talk plan with **AT&T Dynamic Traffic Management – Public Safety** is available only to qualified local, state and federal emergency management organizations (such as police and fire departments). This public safety solution has the same capabilities as AT&T Dynamic Traffic Management – Enterprise, plus includes 4G LTE priority access for first responders, helping them stay connected and serve their communities.

With AT&T, you have a solid and committed mobility solutions provider with a broad ecosystem that can help you achieve your immediate goals by developing a smart and seamless migration strategy from legacy networks being phased out to AT&T’s high performance solution. AT&T can provide solution architecture, development and lifecycle management to help you realize your longer term goals of better mobilizing your work force, getting the most benefit from data collection, streamlining work flow, enhancing productivity, and reducing overall cost exposure in your work environment.

**To learn more about Enhanced Push-to-Talk with Dynamic Traffic Management, contact your Solution Provider.**



#### Important Information

**Software: Enhanced** (the “Service”) consists of client software that is installed on supported devices that operate on the AT&T wireless data network and compatible Internet-connected networks. Use of the service on supported smartphones and PCs requires download and installation of the **Enhanced** client software onto such devices. Other software on an end user’s device may impair performance. Customer and its end users must accept the **Enhanced** End User License Agreement that may be found at [www.att.com/eptteula](http://www.att.com/eptteula) prior to Customer’s installation and use of the **Enhanced Push-to-Talk** software on their devices and PCs. Use of Integrated Dispatch software requires acceptance of the Integrated Dispatch End User License Agreement presented during installation. AT&T or its suppliers retain all right, title and interest, including, without limitation, all intellectual property rights, in and to all such software.

**SERVICE LIMITATIONS: ENHANCED PUSH-TO-TALK IS NOT INTENDED FOR USE IN EMERGENCY OR CRITICAL COMMUNICATIONS SETTINGS, OR WHERE ENCRYPTION IS REQUIRED FOR END-TO-END DATA IN TRANSIT.** Availability, security, speed, timeliness, accuracy and reliability of service are not guaranteed. If the Customer attempts to access via a custom Access Point Name (APN), through a firewall or from a network that does not meet the specified network access criteria defined in **Enabling Requirements** the Service will not work. **Enhanced Push-to-Talk** service is not compatible with traditional circuit-switched voice calls or certain other AT&T wireless services, including, without limitation, voice mail/Visual Voice Mail, AT&T Address Book, and Wireless Priority Service. The Service requires use of a supported wireless device or a Personal Computer running Windows Vista OS or higher (“PC”). Use of the **Enhanced Push-to-Talk** client for PCs may require that the PC be connected to AT&T’s wireless network through an integrated modem/aircard or mobile hotspot device with a qualified data plan service. A list of supported devices is available at [www.att.com/eptt](http://www.att.com/eptt), which is subject to change. The user interface and service performance may vary by device, and Integrated Dispatch features may not be compatible with all wireless devices.

The Service (excluding the **Enhanced with AT&T Dynamic Traffic Management – Enterprise Plan** and the **Enhanced with AT&T Dynamic Traffic Management – Public Safety Plan**) is available to Customers with a qualified AT&T business or government agreement (“Enterprise Agreement”) and their associated Corporate Responsibility Users (“CRUs”) and Individual Responsibility Users (“IRUs”). It may not be available for purchase in all areas, and not all service features and functionality are available on all supported devices. The Corporate Administrator Tool, Integrated Dispatch and Enhanced client for PCs are only available for use with CRUs. Service performance is subject to transmission limitations and terrain, system, capacity and other limitations. The Service is not compatible with devices provisioned through the AT&T Control Center or Enterprise On Demand platforms.

Enhanced is designed to work over AT&T’s domestic wireless data network footprint and for AT&T subscribers over compatible Wi-Fi networks. Wireless data coverage is not available in some areas. AT&T mobility coverage maps are available at [www.att.com/business/datacoverage](http://www.att.com/business/datacoverage). Wireless data coverage is subject to transmission limitations and terrain, system, capacity and other limitations. Usage of Enhanced on networks other than the AT&T wireless data network is dependent on proper configuration and quality of the network connection (**Enabling Requirements** for details). AT&T is unable to provide troubleshooting or configuration assistance for third-party network connections, and may be limited in its ability to troubleshoot service problems for transmissions made using such networks. AT&T provides no customer support in this regard other than verifying connectivity to the AT&T network and the Service.

**Usage:** Use of the Service requires a subscription to an Enhanced rate plan or qualified AT&T wireless data pay-per-use data service or data rate plan. Data service/plan requirements vary by device category. Certain AT&T data plans (e.g. MEdia Net) are not eligible. When using the Service within AT&T’s domestic wireless data network footprint and with roaming partner networks in Canada and Mexico, data usage incurred in connection with the Service will not be charged against the Customer’s associated wireless data plan. All other data usage, including, without limitation, data usage incurred in connection with use of the Service on all other international cellular roaming networks, will be charged at scheduled rates.

**Privacy:** Use of the Service with the Integrated Dispatch feature allows End Users’ devices to be located and provided to the Customer and enables the recording and storage of audio calls. Use of the Integrated Dispatch logging capability enables certain personally identifiable information to be stored and accessible by AT&T and/or its Enhanced service supplier. Customer must comply with all applicable privacy, consumer data protection laws, marketing and data best practices, and all laws that apply to collecting, accessing, storing, processing, using, disclosing and securing user data, including any obligations to notify and obtain consents of end users regarding any Customer or AT&T access to End Users’ personal information. The Service must not be used to conduct unauthorized surveillance.

AT&T provides no guarantee of coverage, compatibility or functionality with third-party Interoperability equipment or networks, and provides no customer support for these networks beyond verifying connectivity to the AT&T network and the Enhanced service.

THE SERVICE, INCLUDING THE SOFTWARE AND DEVICES USED IN CONNECTION THEREWITH, ARE PROVIDED ON AN "AS IS" BASIS. AT&T EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. SERVICE PERFORMANCE, FEATURES AND FUNCTIONALITY MAY BE UNAVAILABLE, IMPRECISE OR INACCURATE DEPENDING ON SYSTEM, ENVIRONMENTAL, NETWORK AND OTHER CONDITIONS. AT&T HAS NO DUTY TO DEFEND, INDEMNIFY, OR HOLD HARMLESS CUSTOMER FROM OR AGAINST ANY SETTLEMENTS, DAMAGES, COSTS AND OTHER AMOUNTS INCURRED BY CUSTOMER ARISING FROM THE ACTUAL OR ALLEGED INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY BASED ON THE PRODUCTS, SERVICES OR SOFTWARE FURNISHED IN CONNECTION WITH ENHANCED PTT.

Customer agrees to indemnify, defend and hold harmless AT&T and its collaborators, suppliers and licensors, and their officers, directors, agents and employees (the "Indemnified Parties") from and against any claim, proceeding, loss, damage, fine, penalty, interest and expense (including, without limitation, fees for attorneys and other professional advisors) arising out of or in connection with Enhanced Push-to-Talk Service: (i) Customer's access to or use of the Service; (ii) Customer's breach of the applicable agreement for Enhanced; (iii) Customer's violation of law; (iv) Customer's negligence or willful misconduct; or (v) Customer's violation of the rights of a third party. Customer will promptly notify AT&T in writing of any third-party claim arising out of or in connection with Customer's access to or use of the Service.

**AT&T Dynamic Traffic Management:** Available only to enterprise and government customers with a qualified AT&T Corporate Digital Advantage Agreement or other qualified wireless service agreement for large business/ government customers (Business Agreement) and only for their Corporate Responsibility User (CRU) lines of service. AT&T Dynamic Traffic Management must be added to each CRU line separately. Per CRU line requirements include (a) purchase of either the Enhanced with **AT&T Dynamic Traffic Management – Enterprise Enhanced with AT&T Dynamic Traffic Management – Public Safety plan** and (b) a qualified feature phone or qualified smartphone provisioned with Enhanced. Limitations: AT&T Dynamic Traffic Management is available only within the Domestic Coverage Area (i.e., U.S., Puerto Rico and U.S. Virgin Islands) and only for AT&T Enhanced traffic originated on and traversing over the AT&T-owned 4G LTE network (excluding microcells, MetroCells, AT&T Wi-Fi service and roaming partners' networks). AT&T Dynamic Traffic Management (a) does not provide you with priority access to the AT&T-owned domestic 4G LTE network unless you have the Enhanced with **AT&T Dynamic Traffic Management- Public Safety Plan**, (b) does not prioritize your AT&T Enhanced Push-to-Talk data traffic ahead of all other network data traffic, as other data traffic may receive a similar or higher quality of service, and (c) does not apply to your data traffic originated on or traversing over the Internet. Service not guaranteed.

**General:** Subject to Business Agreement, including without limitation the additional terms and conditions applicable to AT&T Dynamic Traffic Management. If AT&T determines your use of the Service violates any of the applicable terms or policies in the Business Agreement, we may in our sole discretion suspend, modify, terminate or restrict the Service.

**Other Monthly Charges:** Apply per line and may include applicable taxes, and federal and state universal service charges, Regulatory Cost Recovery Charge (up to \$1.25), gross receipts surcharge, Administrative Fee, and other government assessments (including without limitation a Property Tax Allotment surcharge of \$0.20-\$0.45 applied per CRU's assigned number), which are not government-required charges. Pricing, fees, promotions, and terms subject to change and may be modified, terminated or discontinued at any time without notice. Additional restrictions may apply. Coverage and service not available everywhere.

#### Pricing (P)\*

- **Unlimited Enhanced Push-to-Talk add-on feature\*\*** – \$5.00/month  
Adds AT&T Enhanced Push-to-Talk to an existing qualified AT&T wireless voice service plan. Not eligible for contract-based discounts.
- **Unlimited only plan\*\*** – \$30.00/month  
Provides AT&T Enhanced Push-To-Talk calls only; no cellular voice calling services are included. On smartphone devices, requires subscription to a compatible wireless data service or plan.
- **Enhanced Push-to-Talk service for mobile devices without AT&T wireless service** – \$10.00/month  
Provides Unlimited\*\* AT&T Enhanced Push-to-Talk service on a compatible mobile device that does not have associated AT&T wireless service. Requires a compatible Internet connection.
- **Enhanced Push-to-Talk service for mobile devices on other LTE Networks** – \$10.00/month

Provides Unlimited\*\* AT&T Enhanced Push-to-Talk service on a compatible mobile device that does not have associated AT&T wireless service. Requires a compatible LTE Network Internet connection.

- **Enhanced Push-to-Talk Integrated Dispatch service** – \$30.00/month per dispatcher  
Provides unlimited\*\* AT&T Enhanced Push-to-Talk service and Integrated Dispatch functionality on a PC. Requires a compatible Internet connection.
- **Enhanced Push-to-Talk PC Client service** – \$30.00/month  
Provides unlimited\*\* AT&T Enhanced Push-to-Talk service on a PC connected through the AT&T wireless data network or through a compatible Internet connection.
- **Enhanced Push-to-Talk Interoperability service** – \$30.00/month  
Provides voice bridge connection from a Customer's AT&T Enhanced Push-to-Talk users to users on other Push-To-Talk services. Requires Samsung Galaxy S3 smartphone device with a qualified data plan. Requires compatible interoperability equipment not sold by AT&T.

Provides an IP based voice bridge connection from a two way radio system to the Customer's AT&T Enhanced Push-to-Talk users through standard interfaces. Requires an IP service connection to AT&T data centers from the customer premise, optional licenses for the two-way radio connectivity and licenses per interoperability talk group. May require additional equipment such as routers and gateways to complete connectivity. Pricing is available by quotation.

- **Enhanced Push-to-Talk with AT&T Dynamic Traffic Management – Enterprise Plan** \$35.00/month per CRU line  
Provides unlimited\*\* AT&T Enhanced Push-to-Talk service and Integrated Dispatch functionality on a PC and AT&T Dynamic Traffic Management - Enterprise. Requires a compatible Internet connection and a qualified feature phone or qualified smartphone.
- **Enhanced Push-to-Talk with AT&T Dynamic Traffic Management- Public Safety Plan** – \$45.00/month per CRU line  
Provides Unlimited\*\* AT&T Enhanced Push-to-Talk service and Integrated Dispatch functionality on a PC and AT&T Dynamic Traffic Management – Public Safety. Requires a compatible Internet connection and a qualified feature phone or qualified smartphone. Available only to qualified local, state and federal public safety and emergency management organizations (e.g., police and fire departments, EMT services departments, and emergency management agencies) that have been assigned one of the following North American Industry Classification System codes: 621910 (Ambulance Services), 922120 Police Protection), 922160 (Fire Protection) or 928110 (National Security).

\* All prices exclude applicable taxes, fees and surcharges.

\*\* "Unlimited" refers to North American (USA, Canada and Mexico) of Enhanced on the AT&T Mobility and roaming partner cellular networks and compatible Wi-Fi networks only. When used within AT&T's domestic wireless data network footprint, Enhanced usage does not count as part of the usage or data allowance under AT&T Wireless voice or data plans.

