

MODIFICATION

**State of Maine**



**Master Agreement**

**Effective Date:** 01/01/13

**Expiration Date:** 12/31/19

**Master Agreement Description:** AT & T - WSCA Contract #1907

**Buyer Information**

Arlene Jones 207-287-8588 ext. ARLENE.B.JONES@MAINE.GOV

**Issuer Information**

JUSTIN FRANZOSE 207-624-7337 ext. justin.franzose@maine.gov

**Requestor Information**

Justin Franzose 207-624-7337 ext. justin.franzose@maine.gov

**Authorized Departments**

ALL

**Vendor Information**

**Vendor Line #:** 1

**Vendor ID**

VC0000109229

**Vendor Name**

A T & T MOBILITY

**Alias/DBA**

A T & T MOBILITY NATIONAL ACCOUNTS

**Vendor Address Information**

PO BOX 536216

Atlanta, GA 30353-6218

US

**Vendor Contact Information**

Karen Vaccaro

401-683-8243 ext.

karen.vaccaro@att.com

## Commodity Information

**Vendor Line #:** 1

**Vendor Name:** A T & T MOBILITY

**Commodity Line #:** 1

**Commodity Code:** 91575

**Commodity Description:** WSCA Contract for Wireless Service & Accessories

**Commodity Specifications:**

**Commodity Extended Description:** PO is subject to WSCA Contract #1907.

**Quantity**

0.00000

**UOM**

**Unit Price**

\$0.00

**Delivery Days**

**Free on Board**

**Contract Amount**

\$0.00

**Service Start Date**

01/01/13

**Service End Date**

12/31/19

**Catalog Name**

**Discount**

0.0000 %

**Discount Start Date**

**Discount End Date**

### **Commodity Terms and Conditions**

**Vendor Line #:** 1

**Commodity Line #:** 1

**T&C #:** 165

**T&C Name:** Payment Terms

**T&C Details:** Net 30

**PARTICIPATING ADDENDUM  
UNDER THE  
WESTERN STATES CONTRACTING ALLIANCE  
WIRELESS COMMUNICATION SERVICES AND EQUIPMENT  
BID NUMBER RFP: #S1907**

**PARTICIPANT: State of Maine**

This Participating Addendum (the "PA") is made this 27<sup>th</sup> day of August, 2012 (the "PA Effective Date"), between State of Maine ("Participant"), and AT&T Mobility National Accounts LLC ("Contractor") (Participant and Contractor are, at times, referred to individually as a "Party" or together as the "Parties").

**Section 1. Recitals.**

1.1 Contractor and the State of Nevada, acting through its Department of Administration, Purchasing Division, and the participating members of the Western States Contracting Alliance ("WSCA"), and the NASPO Cooperative, are parties to that certain Western States Contracting Alliance contract, #S1907, dated March 15, 2012, successor contract to that certain Western States Contracting Alliance contract number 1523, dated October 10, 2006, as amended, successor contract to that certain Western States Contracting Alliance contract number 10-00115, dated June 29, 2001, as amended (the "Contract").

1.2 Participant wants to participate in the Contract pursuant to the terms and conditions of this PA.

**Section 2. Agreement.** In consideration of the recitals set forth in §1 above, which are hereby restated and agreed to by the Parties, and for valuable consideration, the receipt and sufficiency of which is hereby acknowledged by the Parties, Participant and Contractor hereby agree to the terms and conditions of this PA (the Contract and the PA, together with all Purchase Orders submitted to Contractor by Participating Entity, collectively, the "Agreement"). Unless otherwise defined, capitalized terms in this PA have the meanings ascribed to them in the Contract.

**Section 3. Authorized Participating Entities.** Participant hereby designates: State of Maine as the only authorized Participating Entity(ies) under the Agreement.

**Section 4. Purchase Orders.** Participating Entity(ies) must issue purchase orders hereunder that reference both Master Agreement #S1907 and the PA. Upon issuance of any such valid purchase order, Participating Entity will be bound by the terms and conditions of the Agreement including, without limitation, the obligation to pay Contractor for Service, Equipment, and related products provided. Notwithstanding the foregoing, any purchase order submitted that does not properly reference the Contract number and/or the PA may be accepted, at Contractor's sole discretion, if Contractor can reasonably ascertain that such purchase order was properly authorized and intended for use with the PA. In such instances, the corresponding purchase order will be similarly valid and binding.

**Section 5. Primary Contacts.**

**Participant:**

Name: Wayne Gallant \_\_\_\_\_  
Title: Network and  
Communication Services Director  
Address: 145 State House Station  
Augusta, ME 04333-0145  
Telephone: (207) 624-9424

**Lead State:**

Name: Teri Smith  
Title: Purchasing Officer  
Address: 515 E. Musser St., Suite 300  
Carson City, NV 89701  
Telephone: 775-684-0178

Fax Number: \_\_\_\_\_  
E-Mail: Wayne.e.gallant@maine.gov

Fax Number: 775-684-0188  
E-Mail: ttsmith@admin.nv.gov

**Contractor Account Team:**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_  
Fax Number: \_\_\_\_\_  
E-Mail: \_\_\_\_\_

**Contractor Main:**

Name: Twila Lively  
Title: Manager, Sales Operations  
Address: 2600 Camino Road  
San Ramon, CA 94583  
Telephone: (926) 487-9946  
Fax Number: (510) 261-2155  
E-Mail: twilalively@att.com

**Section 6. Authority.** By signing below, the corresponding Party's representative represents that such person is duly authorized by Contractor or Participant, as applicable, to execute this PA on behalf of the respective Party, and that the Contractor and Participant agree to be bound by the provisions hereof. In addition, Participant represents that it has received the requisite approvals from the applicable Chief Procurement Official and WSCA to participate in the Agreement.

**Section 7. Miscellaneous.**

**7.1 American Recovery and Reinvestment Act of 2009 ("ARRA").** If or when Contractor is notified in writing by ordering entity that a specific purchase or purchases are being made with ARRA funds, Contractor agrees to comply with the data element and reporting requirements as currently defined in Federal Register Vol 74 #61, Pages 14824-14829 (or subsequent changes or modifications to these requirements as published by the Federal OMB) that are legally required of vendors as providers of goods and services to recipients or sub-recipients of ARRA funds. Each Participating Entity is responsible for informing Contractor in writing prior to ARRA funds being used for a purchase or purchases under the Contract. Contractor will provide the required report, if any, to the ordering entity with the invoice presented to the Participating Entity for payment. Contractor will provide the required report, if any, to the Participating Entity with the invoice presented to the Participating Entity for payment. Contractor, as it relates to purchases under the Contract, is not a sub-contractor, recipient, sub-recipient or sub-grantee, but simply a vendor, as defined in the OMB guidelines, and assumes no responsibilities under ARRA beyond those required of a vendor.

**7.2 Employee Benefit Program.** Participating Entity(ies) will participate with Contractor in efforts to obtain eligible Employees' participation in the Employee Benefit Program.

**Section 8. Notice of Administration Fees.** Participant and any and all other Participating Entities under this PA are hereby on notice of the following charges being paid by Contractor under the Contract.

- **WSCA.** Contractor is being charged a WSCA Administration Fee of 1/10<sup>th</sup> of 1% (one-tenth of one percent) of the Total Wireless Spend, pursuant to the schedule of payments set forth in the Contract.

**Section 9. Order of Precedence.** The Parties acknowledge and agree that in the event of a conflict between the terms contained in the various documents comprising this Agreement, the following order of precedence will control: (a) this PA; (b) the Master Agreement; and (c) any Purchase Order issued in connection therewith. This section specifically supersedes any order of precedence provisions set forth elsewhere in the Agreement.

**Section 10. Entire Agreement.** The Agreement sets forth the entire agreement between the Parties with respect to the subject matter of all previous communications, representations or agreements, whether oral or written, with respect to the subject matter hereof. Except as expressly provided in the Agreement,

terms and conditions inconsistent with, contrary or in addition to the terms and conditions of the Agreement shall not be added to or incorporated herein by any subsequent purchase order; and any such attempts to add or incorporate such terms and conditions are hereby rejected. The terms and conditions of the Agreement shall prevail and govern in the case of any such inconsistent or additional terms.

IN WITNESS WHEREOF, the Parties have executed this PA as of the PA Effective Date.

STATE OF MAINE

By:  \_\_\_\_\_  
duly authorized

Name: CHRISTOPHER COTTON

Title: MAPLE - Support Services

Date: 8-21-12

AT&T MOBILITY NATIONAL ACCOUNTS LLC

By:  \_\_\_\_\_  
duly authorized

Name: MARK FLISTER

Title: SA. CONTRACT Mgr


Date: 8/27/2012

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Certification Regarding  
Debarment, Suspension and Other Responsibility Matters  
Primary Covered Transactions

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BEFORE SIGNING THIS CERTIFICATION, PLEASE READ THE ATTACHED  
INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION

Vendor/Organization Name <b>AT&amp;T MOBILITY NATIONAL ACCOUNTS, LLC.</b>		Vendor Customer Number <b>VC0000109229</b>
Name of Authorized Representative <b>MARK FLISTER</b>	Title <b>SR. CONTRACT MANAGER</b>	
Signature 	Date of Signature <b>9/1/2015</b>	

This Certification is required by the Regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' Responsibilities. The Regulations were published as Part VII of the May 26, 1998 Federal Register (pages 19160-19211).

1. The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:
  - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - b. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction, violation of Federal or State anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph 1.b of this Certification; and
  - d. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

## Instructions for Certification

1. By signing and submitting this proposal, the prospective primary participant is providing the Certification set out below.
2. The inability of a person to provide the Certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the Certification set out below. The Certification or explanation will be considered in connection with the State of Maine determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a Certification or an explanation shall disqualify such person from participation in this transaction.
3. The Certification in this clause is material representation of fact upon which reliance was placed when the the State of Maine determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous Certification, in addition to other remedies available to the Federal Government, the State may terminate this transaction for cause of default.
4. The prospective primary participant shall provide immediate written notice to the State of Maine if at any time the prospective primary participant learns its Certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction", "debarred", "suspended", "ineligible", "lower tier covered transaction", "participant", "person", "primary covered transaction", "principal", "proposal", and "voluntarily excluded", as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the State for assistance in obtaining a copy of these regulations.
6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the State of Maine.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transactions" provided by the State, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the [Lists of Parties Excluded from Procurement or Nonprocurement Programs](#).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the State may terminate this transaction for cause or default.

**AMENDMENT TO PARTICIPATING ADDENDUM  
UNDER THE  
NASPO VALUEPOINT  
WIRELESS COMMUNICATION SERVICES AND EQUIPMENT  
BID NUMBER RFP: #1907**

**PARTICIPANT: State of Maine**

This Amendment No. 3 ("Amendment 3") is entered into as of January 29, 2016 (the "Amendment 3 Effective Date") by and between the State of Maine ("Participant"), and AT&T Mobility National Accounts LLC ("Contractor") (Participant and Contractor are, at times, referred to individually as a "Party" or together as the "Parties").

**Section 1. Recitals.**

1.1 Contractor and the State of Nevada, acting through its Department of Administration, Purchasing Division, and the participating members of the NASPO Cooperative Purchasing Program, d/b/a "NASPO ValuePoint", are parties to that certain wireless communication services and equipment contract, #1907, dated March 15, 2012, as amended (the "Contract" or "Master Service Agreement").

1.2 In connection with the Contract, Participant and Contractor entered into a Participating Addendum dated August 27, 2012, as amended (the "PA").

1.3 Participant and Contractor intend to make certain changes to the PA pursuant to the terms and conditions of this Amendment 3.

**Section 2. Agreement.** In consideration of the recitals set forth in §1 above, which are hereby re-stated and agreed to by the Parties, and for valuable consideration, the receipt and sufficiency of which is hereby acknowledged by the Parties, Participant and Contractor hereby agree to the terms and conditions of this Amendment 3. At times herein, the Contract, the PA, and this Amendment 3 are referred to collectively as the "Agreement". Unless otherwise defined, capitalized terms in this Amendment 3 have the meanings ascribed to them in the Contract and/or the PA.

**Section 3. Custom Offers.** Provided Participant remains in full compliance with the terms and conditions of the Agreement, and subject to all corresponding restrictions set forth in this §3 (including all sub-sections and Tables), Contractor will provide Participant and its eligible CRUs the Unlimited Tethering Data Plans described in §3 herein (the "Unlimited Tethering Data Plan" or the "Custom Offer"). The Custom Offer is available for the term of the Agreement. To be eligible for the Custom Offer, the corresponding CRU must be eligible to activate Service on the underlying, non-customized version of the plan or offer. The Custom Offer is not available to IRUs. In accordance with the Agreement, the Custom Offer is subject to its underlying plan's or offer's corresponding Sales Information which is incorporated herein by reference. In this instance, the applicable Sales Information is DataPro 5G Enterprise Plan. To the extent of any material conflict between the terms and conditions of this §3 and the applicable Sales Information, this §3 will control. Notwithstanding the foregoing, the Custom Offer will be provided only if Participant's account is active and in good standing with respect to the applicable CRU.



**TABLE 3.1  
Unlimited Tethering Data Plans**

	Bundled GOV Pooled Nation 300 Plan	Bundled GOV Pooled Nation 400 Plan	Bundled GOV Pooled Nation 600 Plan	Bundled GOV Pooled Nation 1000 Plan
Monthly Service Charge	\$54.75	\$55.61	\$67.43	\$79.13
Anytime Minutes	300	400	600	1000
Included Nights & Weekend Minutes	Unlimited	Unlimited	Unlimited	Unlimited
Included Mobile to Mobile Minutes	Unlimited	Unlimited	Unlimited	Unlimited
Domestic Long Distance	Included	Included	Included	Included
Domestic Roaming	Included	Included	Included	Included
Monthly Service Charge Discount	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Rollover Minutes	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Domestic Data Access	Included	Included	Included	Included
Additional Domestic Data Usage	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Unlimited Text	Yes	Yes	Yes	Yes
Tethering	Included	Included	Included	Included

**Section 4. Restatement of Agreement.** The terms and conditions of the PA, as modified by this Amendment 3, are hereby restated and ratified by Contractor and Participant. All such terms and conditions are and will continue to remain in full force and effect.

IN WITNESS WHEREOF, the Parties have duly executed this Amendment 3 as of the Amendment 3 Effective Date.

AT&T Mobility National Accounts LLC

By: 

Name: MARC FLISTER

Title: SR. CONTRACT MANAGER

Date: 01/29/16

State of Maine

By: 

Name: Kevin Scheirer

Title: Operations Director, Division of Purchases

Date: 1/29/16

**AMENDMENT TO PARTICIPATING ADDENDUM  
UNDER THE  
NASPO VALUEPOINT  
WIRELESS COMMUNICATION SERVICES AND EQUIPMENT  
BID NUMBER RFP: #1907**

**PARTICIPANT: STATE OF MAINE**

This Amendment No. 4 ("Amendment 4") is entered into as of November 6<sup>th</sup>, 2017 (the "Amendment 4 Effective Date") by and between the State of Maine ("Participant"), and AT&T Mobility National Accounts LLC ("Contractor") (Participant and Contractor are, at times, referred to individually as a "Party" or together as the "Parties").

**Section 1. Recitals.**

**1.1** Contractor and the State of Nevada, acting through its Department of Administration, Purchasing Division, and the participating members of the NASPO Cooperative Purchasing Program, d/b/a "NASPO ValuePoint" (formerly known as "WSCA" or "WSCA-NASPO") (hereinafter defined as "NASPO" or "WSCA"), are parties to that certain wireless communication services and equipment contract, #1907, dated March 15, 2012, as amended (the "Contract" or "Master Service Agreement").

**1.2** In connection with the Contract, Participant and Contractor entered into a Participating Addendum dated August 27, 2012, as amended (the "PA").

**1.3** Participant and Contractor intend to make certain changes to the PA pursuant to the terms and conditions of this Amendment 4.

**Section 2. Agreement.** In consideration of the recitals set forth in §2 above, which are hereby re-stated and agreed to by the Parties, and for valuable consideration, the receipt and sufficiency of which is hereby acknowledged by the Parties, Participant and Contractor hereby agree to the terms and conditions of this Amendment 4. Unless otherwise defined, capitalized terms in this Amendment 4 have the meanings ascribed to them in the Contract and the PA. At times, the Contract, the PA, and this Amendment 4 are referred to collectively herein as the "Agreement."

**Section 3. Custom FirstNet Mobile Plans.** Provided Participant remains in full compliance with the terms and conditions of the Agreement, and subject to all corresponding conditions set forth in this §3 (including all sub-sections and Tables), AT&T will provide Participant and its eligible CRUs the custom FirstNet Mobile Plans described herein (the "Custom FirstNet Mobile Plans"). The Custom FirstNet Mobile Plans are available for the term of the Agreement. The corresponding CRU must be eligible to activate Service on the underlying, non-customized version of the corresponding FirstNet Mobile Plan. The Custom FirstNet Mobile Plans are not available to IRUs. In accordance with the Agreement, the Custom FirstNet Mobile Plans are subject to the applicable, standard FirstNet Mobile-Pooled and Mobile-Unlimited Plans' corresponding Sales Information, which is incorporated herein by reference. To the extent of any material conflict between the terms and conditions of this §3 and the applicable Sales Information, this §3 will control. Notwithstanding the foregoing, the Custom FirstNet Mobile Plans will be provided only if Participant's account is active and in good standing with respect to the applicable CRU. The Custom FirstNet Mobile Plans are NOT eligible for the Service Discount, any other discount provided under the Agreement, nor any other discounts or promotions otherwise available to AT&T's customers.

**TABLE 3.1  
CUSTOM FIRSTNET MOBILE-UNLIMITED PLANS**

	Unlimited Enhanced for Smartphones	Unlimited Standard for Smartphones	Unlimited for Data-only Devices
<b>Monthly Service Charge*</b>	<b>\$49.99</b>	<b>\$39.99</b>	<b>\$37.99</b>

\*The corresponding Plan's Monthly Service Charge will appear on the invoice at the standard price set forth in the Sales Information, but the customized net monthly price set forth in Table 3 will be achieved via application of a modifier also reflected on the invoice.

**TABLE 3.2  
CUSTOM FIRSTNET MOBILE-POOLED PLANS**


	Pooled Data for Smartphones, Purchase with 2-year Service Commitment	Pooled Data for Data-only Devices, Purchase with 2-year Service Commitment 2GB	Pooled Data for Data-only Devices, Purchase with 2-year Service Commitment 5GB
<b>Monthly Service Charge*</b>	\$25.99	\$25.99	\$32.99

\*The corresponding Plan's Monthly Service Charge will appear on the invoice at the standard price set forth in the Sales Information, but the customized net monthly price set forth in Table 3 will be achieved via application of a modifier also reflected on the invoice.


**Section 4. Restatement of Agreement.** The terms and conditions of the PA, as modified by this Amendment 4, are hereby restated and ratified by Contractor and Participant. All such terms and conditions are and will continue to remain in full force and effect.

IN WITNESS WHEREOF, the Parties have duly executed this Amendment 4 as of the Amendment 4 Effective Date.

**AT&T MOBILITY NATIONAL ACCOUNTS LLC**

By:   
 Name: MARK FLISZEK  
 Title: S.R. CONTRACT MANAGER  
 Date: 11/6/2017

**STATE OF MAINE**

By:   
 Name: Kevin Scheirer  
 Title: Director  
 Date: 11/2/17

**AMENDMENT TO PARTICIPATING ADDENDUM  
UNDER THE  
NASPO VALUEPOINT  
WIRELESS COMMUNICATION SERVICES AND EQUIPMENT  
BID NUMBER RFP: #1907**

**PARTICIPANT: STATE OF MAINE**

This Amendment No. 5 ("Amendment 5") is entered into as of February 15, 2018 (the "Amendment 5 Effective Date") by and between State of Maine ("Participant"), and AT&T Mobility National Accounts LLC ("Contractor") (Participant and Contractor are, at times, referred to individually as a "Party" or together as the "Parties").

**Section 1. Recitals.**

1.1 Contractor and the State of Nevada, acting through its Department of Administration, Purchasing Division, and the participating members of the NASPO Cooperative Purchasing Program, d/b/a "NASPO ValuePoint" (formerly known as "WSCA" or "WSCA-NASPO") (hereinafter defined as "NASPO" or "WSCA"), are parties to that certain wireless communication services and equipment contract, #1907, dated March 15, 2012, as amended (the "Contract" or "Master Service Agreement").

1.2 In connection with the Contract, Participant and Contractor entered into a Participating Addendum dated August 27, 2012, as amended (the "PA").

1.3 Participant and Contractor intend to make certain changes to the PA pursuant to the terms and conditions of this Amendment 5.

**Section 2. Agreement.** In consideration of the recitals set forth in §1 above, which are hereby re-stated and agreed to by the Parties, and for valuable consideration, the receipt and sufficiency of which is hereby acknowledged by the Parties, Participant and Contractor hereby agree to the terms and conditions of this Amendment 5. Unless otherwise defined, capitalized terms in this Amendment 5 have the meanings ascribed to them in the Contract and the PA. At times, the Contract, the PA, and this Amendment 5 are referred to collectively herein as the "Agreement."

**Section 3. Custom Plans.**

3.1 **Custom FirstNet Mobile Plans – Agency Paid.** Provided Participant remains in full compliance with the terms and conditions of the Agreement, and subject to all corresponding conditions set forth in this §3 (including all sub-sections and Tables), AT&T will provide Participant and its eligible CRUs the custom FirstNet Mobile Plans described in §3.1 (the "Custom FirstNet Mobile Plans"). The Custom FirstNet Mobile Plans are available for the term of the Agreement. The corresponding CRU must be eligible to activate Service on the underlying, non-customized version of the corresponding FirstNet Mobile Plan. The Custom FirstNet Mobile Plans are not available to IRUs or to individuals eligible to purchase the subscriber paid versions of FirstNet Mobile Plans. In accordance with the Agreement, the Custom FirstNet Mobile Plans are subject to the applicable, standard FirstNet Mobile-Pooled and Mobile-Unlimited Plans' corresponding Sales Information, which are incorporated herein by reference. To the extent of any material conflict between the terms and conditions of this §3.1 and the applicable Sales Information, this §3.1 will control. Notwithstanding the foregoing, the Custom FirstNet Mobile Plans will be provided only if Participant's account is active and in good standing with respect to the applicable CRU. The Custom FirstNet Mobile Plans are NOT eligible for the Service Discount, any other discount provided under the Agreement, nor any other discounts or promotions otherwise available to AT&T's customers. For all Custom FirstNet Mobile Plans, the corresponding Plan's Monthly Service Charge will appear on the invoice at the standard price set forth in the Sales Information, but the customized net monthly price set forth in the corresponding table will be achieved via application of a modifier also reflected on the invoice.

**TABLE 3.1.1  
CUSTOM FIRSTNET MOBILE-POOLED PLANS FOR SMARTPHONES**

Version	Add -a- Line	2GB	5GB	50GB	100GB	500GB	1000GB
For use with a subsidized device	\$35.88 MSC	\$44.62 MSC	\$56.12 MSC	\$227.24 MSC	\$397.44 MSC	\$1782.04 MSC	\$3405.84 MSC

\*MSC means Monthly Service Charge

**TABLE 3.1.2  
CUSTOM FIRSTNET MOBILE-POOLED PLANS FOR FEATURE PHONES**

<b>Add-a-Line For use with a subsidized device</b>	\$25.99 Monthly Service Charge
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**TABLE 3.1.3  
CUSTOM FIRSTNET MOBILE-POOLED PLANS FOR DATA-ONLY DEVICES**

Version	Add -a- Line	2GB	5GB	50GB	100GB	500GB	1000GB
For use with a subsidized device	\$20.24 MSC	\$25.99 MSC	\$32.99 MSC	\$211.60 MSC	\$381.80 MSC	\$1766.40 MSC	\$3390.20 MSC

\*MSC means Monthly Service Charge

**TABLE 3.1.4  
CUSTOM FIRSTNET MOBILE-UNLIMITED PLANS**

Version	Unlimited Enhanced for Smartphones	Unlimited Standard for Smartphones	Unlimited for Data-only Devices
<b>Monthly Service Charge</b>	\$49.99	\$39.99	\$37.99

**TABLE 3.1.5  
CUSTOM FIRSTNET ENHANCED PUSH TO TALK PLANS**

<b>Unlimited FirstNet Enhanced PTT Only Plan For Feature Phones</b>	\$18.00 Monthly Service Charge per device
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**TABLE 3.1.6  
CUSTOM FIRSTNET ENHANCED PUSH TO TALK PLANS**

<b>Unlimited FirstNet Enhanced PTT Add-On For Smartphones, Feature Phones, and Tablets</b>	\$2.00 Monthly Service Charge per device
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**3.2 Custom FirstNet Mobile Plans – Subscriber Paid.** In addition to FirstNet Mobile Plans available to Participant and its CRUs, AT&T offers a subscriber paid version of such plans to eligible individuals associated with a Primary User Public Safety Entity. Participant hereby authorizes AT&T to provide such individuals with the discounts set forth in §3.2 (the "Custom FirstNet Mobile Subscriber Paid Plans"). Participant must remain eligible for the Custom FirstNet Mobile Plans described in §3.1 for the Custom FirstNet Mobile Subscriber Paid Plans to apply. The corresponding subscriber must be eligible to activate Service on the underlying, non-customized version of the corresponding FirstNet Mobile Subscriber Paid Plan. The Custom FirstNet Mobile Subscriber Paid Plans are not available



to Participant, its CRUs, or its IRUs. For all Custom FirstNet Mobile Subscriber Paid Plans, the corresponding Plan's Monthly Service Charge will appear on the invoice at the standard price set forth in the Sales Information, but the customized net monthly price set forth in the corresponding table will be achieved via application of a modifier also reflected on the invoice.

**TABLE 3.2.1  
CUSTOM FIRSTNET MOBILE SUBSCRIBER PAID PLANS – RESPONDER PLANS**

Version	For use with Smartphone 2GB	For use with Smartphone 5GB	For use with Feature Phone 100MB	For use with Tablet 2GB	For use with Tablet 5GB
Monthly Service Charge	\$24.62	\$36.12	\$13.99	\$15.99	\$22.99

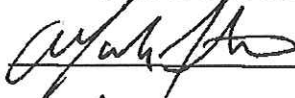
**TABLE 3.2.2  
CUSTOM FIRSTNET MOBILE SUBSCRIBER PAID – RESPONDER UNLIMITED PLANS**

Version	Unlimited Smartphone Plan (without tethering)	Unlimited With Tethering Smartphone Plan	Unlimited with Tethering Tablet Plan
Monthly Service Charge	\$39.99	\$49.99	\$37.99


**Section 4. Restatement of Agreement.** The terms and conditions of the PA, as modified by this Amendment 5, are hereby restated and ratified by Contractor and Participant. All such terms and conditions are and will continue to remain in full force and effect.

IN WITNESS WHEREOF, the Parties have duly executed this Amendment 5 as of the Amendment 5 Effective Date.

**AT&T MOBILITY NATIONAL ACCOUNTS LLC**

By:   
 Name: MARK FLITTON  
 Title: SR. CONTRACT MANAGER  
 Date: 02/15/2018

**STATE OF MAINE**

By:   
 Name: Terry DeMerchant  
 Title: Procurement Analyst Manager  
 Date: 2/15/18

9/10/2018

# AT&T Customer Service Guide (CSG)

## State of Maine

Prepared by: **Bonnie Sheldahl** - Universal Service Manager

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## INTRODUCTION

### Purpose

This Customer Service Guide (CSG) specifies daily working practices and operational relationships pertinent to AT&T's services during delivery and life cycle. It is also meant to specify such work practices for existing products and services that the customer purchases and uses from AT&T.

### Document Maintenance and Ownership

This document is owned and maintained on behalf of AT&T by your Service Manager. Please provide us with any feedback or suggested changes you may have relative to this Guide.

## Service Management Escalation Path

As a valued AT&T customer, it is our goal to inspire your confidence in our ability to address any concerns that you may have with your AT&T products and services. For this reason, we have assigned your account to a universal Service Manager to advocate on your behalf. Please engage your Service Manager at the contact number and/or email address below.

Name	Business Hours	Email Address	Telephone Number
<b>Bonnie Sheldahl</b> Universal Service Executive	<b>07:00 am to 04:00 pm CST</b> Monday – Friday <b>For service impacting issues outside of these business hours, please contact our afterhours support team (below)</b>	<a href="mailto:bs414y@att.com">bs414y@att.com</a>	(402) 516-1508



### Your Escalation Contacts

Available 24 Hours a day, 7 days a week

Escalation Level	Name and title	Email address	Telephone number	Cell Phone Number
First Level	Shawn Jackson <b>Area Manager</b>	<a href="mailto:sj0032@att.com">sj0032@att.com</a>	402-516-1609	402-512-3972
Second Level	Durga Potuhera <b>Regional Director</b>	<a href="mailto:dp0586@att.com">dp0586@att.com</a>	402-516-1666	402-266-6333
Third Level	Paula Bible <b>National Service Director</b>	<a href="mailto:pb6273@att.com">pb6273@att.com</a>	765-349-9543	317-372-4227

### Your Afterhours SM Support

4:00 pm- 7:00 am CST (Monday – Friday) and 24 hours (Saturday, Sunday and Holidays).  
Please engage service management before Second Level Escalation.

Escalation Level	Name and title	Email address	Telephone Number	Cell Phone Number
<b>First level Engagement</b>	<b>After Hours Service Management</b>	<a href="mailto:Sharedsvcsafthrs@att.com">Sharedsvcsafthrs@att.com</a>		
Second Level	Enrique Ebarquen <b>Evening Area Manager</b> 2:00 pm to 11:00 pm CT Monday – Friday	<a href="mailto:ee248a@abs.att-mail.com">ee248a@abs.att-mail.com</a>	424-233-2538	915-255-4430
	Heather Loe <b>Evening Area Manager</b> 2:00 pm to 11:00 pm CT Monday – Friday	<a href="mailto:hl489m@abs.att-mail.com">hl489m@abs.att-mail.com</a>	402-516-3305	402-302-0075
	Raul Vizcaino <b>Weekend Area Manager</b> 7:00 a.m. to 7:00 pm CT Friday-Monday	<a href="mailto:rv9874@abs.att-mail.com">rv9874@abs.att-mail.com</a>	424-233-2654	424-233-2645
	Diego Cunha <b>Evening Escalations Manager</b> 2:00 pm to 11:00 pm CT Monday – Friday	<a href="mailto:dc822u@abs.att-mail.com">dc822u@abs.att-mail.com</a>	402-516-1451	402-709-0031
	Tanya Muth <b>Weekend Area Manager</b> 6:00 am to 8:00 pm CT Saturday – Monday	<a href="mailto:tm787e@abs.att-mail.com">tm787e@abs.att-mail.com</a>	402-516-1652	402-979-6660
	Brandon Rush <b>Overnight Area Manager</b> 8:00 pm to 7:00 am CT Sunday – Wednesday	<a href="mailto:br5325@abs.att-mail.com">br5325@abs.att-mail.com</a>	402-516-1734	402-302-1378
	Victor Paz <b>Overnight Area Manager</b> 9:00 pm to 8:00 am CT Wednesday – Saturday	<a href="mailto:vp220h@abs.att-mail.com">vp220h@abs.att-mail.com</a>	424-233-2956	530-359-8404
Third Level	<b>David Kring</b> Director Wednesday-Saturday	<a href="mailto:dk741r@abs.att-mail.com">dk741r@abs.att-mail.com</a>	422-293-2950	402-819-8154
Third Level	<b>Mike Norris</b> Director Sun-Wednesday	<a href="mailto:mn407d@abs.att-mail.com">mn407d@abs.att-mail.com</a>	402-516-1409	402-639-5037

## Your Universal Account Team

Name	Title	PHONE NUMBER	E-MAIL
Todd Theel	CLIENT SOLUTIONS EXECUTIVE 2*	508-308-9996	Tt788f@att.com
Karen Vaccaro	CLIENT SOLUTIONS EXECUTIVE 2 MOBILITY	401-683-8243	Kv0580@att.com

## WIRELINE OPERATIONAL PLAN

### Service Assurance (Maintenance/Repair)

[AT&T BusinessDirect®](#) allows you to issue a trouble ticket electronically. This online service allows you to save 50% or more of your time over conventional help desk methods and keeps you up to date via email and online trouble ticket tracking.

[AT&T BusinessDirect®](#) can provide you with a secure, convenient, reliable way to access your AT&T account and manage your services online — virtually anytime, anywhere. It's easy and FREE! Discover the advantages of managing your AT&T business services account online with [AT&T BusinessDirect®](#).

Use an intuitive point-and-click map of the world to provide network management capabilities across your AT&T services. With one tool you have network monitoring and management, inventory management, ordering, and trouble reporting. It even provides the status of network alarms, trouble tickets, and service orders proactively!

#### Key Benefits

- View your entire network at a glance with an on-screen map
- Work more efficiently with current inventory listings and pre-populated screens
- Status across major functions which include: pending orders, trouble tickets and network management, and near real-time customer service impacting alarms
- Spot and resolve network issues proactively
- Receive proactive notifications of order status, trouble tickets, and network alarms
- Participate in AT&T BusinessDirect® and AT&T Premier Customer Training

Learn more about all the features and capabilities available on [AT&T BusinessDirect®](#) and AT&T Premier by participating in our Customer End User training sessions: [AT&T BusinessDirect® Portfolio Training and Education](#)

[AT&T Express Ticketing](#) is an online ticketing system that allows you to create trouble tickets quickly and easily from your mobile phone, tablet, or PC for these AT&T services:

- Serial circuit: A serial circuit is a point-to-point circuit, not located on a public network.
- Local Voice Service: Landline telephone service.

- Carrier Circuit: A carrier circuit requires a MUX on-premises or at a remote location. Multiple channels can be used on the circuit.
- Telephone circuit ID: Special services phone number for a public switched network.

### Key Benefits

- Status and ticket escalation function has been enabled!
- Ability to add comments and notes to ticket logs
- Easy to use Service ID Wizard to help with customer choices.
- Ability to copy and paste an entire service ID to initiate ticket creation.

When creating a new trouble ticket, you may be asked to provide some or all of the following information, depending on the service reported:

- The nature of the issue
- Circuit ID, out of band number, POTS line
- The physical address where the trouble is located
- Facility access hours and/or available extended access hours
- If dispatch is necessary, any security procedures needed to gain access to your facility and the billing authorizer name and telephone number
- Your name and telephone number AND the local contact name and telephone number

**If you have trouble opening a ticket for [AT&T Express Ticketing](#), you can either select 'Chat Now' in the browser, or call 1-800-247-2020 to speak live with an AT&T customer assistance bureau associate.**

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### RFO/RCA

*Reason for Outage (RFO) is defined as a request from the customer for additional information or clarity within the ticket of a reported outage. When an RFO is requested, a technician will review the associated ticket and provide a verbal/electronic response with the trouble found and the action taken to resolve the issue. If additional information is requested, the technician may advise that the additional investigation done manually may be billable. If an RFO is requested on a trouble that was not reported (ticket created for investigation), a technician will have to be engaged for manual investigation and this may too be billable.*

*A Root Cause Analysis (RCA) is a more detailed explanation of a customer impacting outage or event where the customer has requested further analysis of the root cause of the outage beyond what is documented in the ticket. An RCA can be requested by your Service Manager. Please note: There must be a closed trouble ticket before requesting a RCA.*

## Critical Maintenance Work Center Numbers

### Local Services

Local Services	Phone Number	States
AT&T Switched Ethernet (ASE) (ENOC)	888-686-7473	All
Local Private Line (LPL)	(AT&T Local SVS) 800-829-1011	All
Local Prime Voice Stand-Alone Svc. UNE-P/UNE-L	800-829-1011	All
AT&T West Local Products	Phone Number	States
ATM, Centrex, DS0, DS1, DS3 and above including SONET, Frame Relay, Gigaman, ISDN PRI, Network Reconfiguration Service (NRS), Optical (OS), POTS Lines and Voice Grade Private Line ( VGPL)	800-332-1321	California, Arkansas, Kansas, Missouri, Oklahoma and Texas
Opt-T-Man, CSME, PremierServe Svcs, T1-IAS, Access Advantage	888-644-3662	Arkansas, Kansas, Missouri, Oklahoma and Texas
AT&T Midwest Local Products	Phone Number	States
ATM, Centrex, DS0, DS1, DS3 and above including SONET, Frame Relay, Gigaman, ISDN PRI, Network Reconfiguration Service (NRS), Optical (OS), POTS Lines and Voice Grade Private Line ( VGPL)	800-480-8088	Illinois, Indiana, Michigan, Ohio and Wisconsin
AT&T East Local Products	Phone Number	States
ATM	866-960-3282	Connecticut
ATM, Centrex, DS0, DS1, DS3 and above including SONET, Frame Relay, Gigaman, ISDN PRI, Network Reconfiguration Service (NRS), Optical (OS), POTS Lines and Voice Grade Private Line ( VGPL)	888-294-0007	Connecticut
National POTS Lines	888-611-2344	Connecticut
AT&T Southeast Local Product	Phone Number	States
ATM, Centrex, DS0, DS1, DS3 and above including SONET, Frame Relay, Gigaman, ISDN PRI, Network Reconfiguration Service (NRS), Optical (OS), POTS Lines and Voice Grade Private Line ( VGPL)	800-247-2020	Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee

### All Other Services

ACCU-RING	800-633-5307 (toll-free US)	404-929-8104 (outside US)
Advanced Feature Toll-Free	800-325-5555	Prompt 3, 4 or 5 depending on feature
Alaskan Service Outage (Alascom)	800-252-7521	Live person will answer
AT&T Connect	888-796-6118	
AT&T Virtual Pvt. Network (AVPN)	866-AVPN-ATT (866-287-6288)	Enter 5 digit PIN or hold
Business Direct – Technical Support	800-221-0000	
Calling Cards	800-882-2273	
Digital Link, OneNet	800-344-5100	Prompt 3
DSL (for the internet)	877-937-5288	Option 3
DSL to Frame	877-288-3499	Prompt 5 & 2 (report at Frame center if Port is down)
Enterprise Hosting Svc. (Managed Hosting-prompt 2), Web Hosting	877-789-2877	Prompt 1, 1
Ethernet Pvt. Line Svc.-WAN (EPLS-WAN)	Gig-E 888-644-3662 Metro E 800-247-2020 Core AT&T 800-272-8262	

Frame Relay Service	877-288-3499 ATTSE 800-247-2020 ATT MW, SW, W 800-332-1321	Prompt 1
GIG-E	(Transparent LAN Svc) 888-824-1092 (Metro E)(Juniper) 888-824-1092 ATTSW 888-644-3662	
International Voice Svc, GISDN	800-361-9931	
International Toll Free Svc.	800-528-2932	Must have a Point Code and SRN number
ISDN (region PRI/BRI)	ATT Core 800-344-5100 ATTSE 800-247-2020 ATTSW 800-707-4073	Option 1  CLEC ONLY
Long Distance Repair	Core AT&T 800-222-1000 ATT South 800-895-2222 ATT MW 877-286-0200	Prompt 1 Prompt 1
Managed Firewall Svc	888-613-6330 Prompt 2, Prompt 5 or 1-800-727-2222 prompt 8	
Managed Internet Svc (MIS)	888-613-6330 Prompt 2, 1, ATTSE 800-317-3343 opt 2,1, ATTSW 1-866-937-3664	
Managed Router Solutions (MRS), Managed Data Network, Global Managed Internet, Enhanced VPN, AVTS, ANIRA/Netgate	800-727-2222 ATTSE 800-317-3343	Prompt 2 Prompt 2
Managed Security Svcs	Premier SERVSecurity 800-727-2222 (north) 866-960-3282 (west) 800-354-5267	Prompt 8
Toll Free Service including Megacom, Voice Nodal and Readyline Switched Service, OneNet, Software Defined Network, Uniplan	800-222-1000	
Metro-E	ATT Core 800-256-6923 ATT SE 800-247-2020 ATT MW, W 800-732-4405	
MPLS Private Network Transport Svc (MPLS PNT)	888-613-6330 Prompt 2, 1, ATTSE 800-317-3343 opt 2,1, ATTSW 1-866-937-3664	
Network Based Firewall Svc (NBFWS)	888-613-6330 Prompt 2, Prompt 5 or 1-800-727-2222 prompt 8	
Network Connect Solutions	800-779-5853	
Private Line (international and local), Frame Relay, IP Enabled Frame Relay, DSL to Frame, ATM to Frame	877-288-3499	Prompt 1
SONET	AT&T Core 866-839-0997 All Others 888-590-5860	Prompt 1 Prompt 3
Teleconferencing	AT&T Core 800-526-2655 All Others 800-232-1234	
Telepresence	866-960-3282	Option 4
Ultravailable	AT&T Core- 888-397-0747 ATTSE (Wavelength) 800-247-2020	
UNE L/P	800-829-1011	
Unified Messaging	888-300-6500	
Virtual Telecommunications Network Svc. (VTNS)	800-762-1099	Prompt 2
Voice over IP (VoIP) and BVoIP	877-288-8362	Prompt 1
Web Hosting-Mgd.Ded. Server	AT&T Core 877-789-2877	Prompt 2

## Service Delivery (Provisioning/Ordering)

These are important details to remember after an order has been placed with your dedicated Sales Team or via [BusinessDirect® eOrder](#):

- Record the order number and the name of your Order Specialist. Keep this information handy so you can contact the Order Specialist if you have questions about your order.
- Each item or service will have their own order number.
- You should receive regular communications from the ordering team on the progress of your order.
- When your order is scheduled to complete you will receive a readiness email from the ordering team. This will include the contact information of your technician and an escalation path.

***If you are not receiving the assistance you need please contact your Account Manager for assistance.***

## Billing

Submitting a billing question with Customer Care is easy using one of the two methods outlined below. Customer Care has 30 days to resolve your billing issue. If your issue is not resolved within 30 days, please engage your dedicated Service Manager to request escalations on your behalf.

### ***To Submit a Billing Question:***

#### ***AT&T Customer Care Center***

To speak with an AT&T representative regarding your bill, please refer to the telephone number listed on your monthly billing statement. If additional billing support is needed you may contact your Service Management team.

Replacement or duplicate bill requests made via [AT&T BusinessDirect®](#) are available to you at no cost. If you request a replacement or duplicate bill via the work center number on your bill, you may be charged a fee for the service.

## WIRELESS OPERATIONAL PLAN

### Service Assurance (Maintenance/Repair)

#### **If On-Boarded to the Mobility Maintenance Center (MMC)**

AT&T provides a specialized technical support team dedicated to handling the needs of customer key contacts and enterprise help desk personnel in troubleshooting enterprise voice and data services. To be eligible for MMC support, an enterprise customer must have a minimum of 250 data or voice (a combination of the two will qualify), and Government/Public Safety accounts must have a minimum of 50 data lines or 50 voice lines (a combination of the two does not qualify).

The MMC operates on a 24X7 schedule, and can be reached at 1-888-334-3787. If supported by the MMC, you will be provided with a unique 5-digit PIN number which you will be prompted to enter upon reaching the MMC IVR.

MMC representatives utilize an internal escalation process to ensure customer reported issues are resolved in a timely manner. Please contact your Service Manager if you are not satisfied with the issue resolution path and believe further escalation is warranted.

### **If Not On-Boarded to the Mobility Maintenance Center (MMC)**

Your designated authorized order placers and key customer contacts may call National Business Services (800-999-5445) for customer support and maintenance needs. National Business Services Representatives will engage the proper technical support team if they cannot resolve your issue after initial troubleshooting steps are taken.

### **Corporate Liable and Individual Liable End-User Support**

Both your corporate end-users and individual responsibility end-users can access our designated Business End-User Care Centers by calling 1-800-331-0500 and entering their 10 digit mobile phone number. For complex data service issues, the Business End User Care Representatives will engage our Advanced Network Services Team to assist with resolution.

### **Planned Maintenance**

In order to maintain and upgrade our wireless network, AT&T conducts regularly scheduled maintenance. This activity is conducted outside of standard business hours and typically has no impact on the availability or quality of service.

### **International Care**

AT&T customers are able to take their devices with them and enjoy voice service in over 220 countries and data service in close to 145 countries. Our International Care team is available on a 24x7 basis to provide technical and troubleshooting support to our customers who are roaming internationally. In order to provide the best possible support, our International Care representatives will require the following information

- Customer's mobile number
- Customer's location (detailed – street, city, country)
- Type of problem – voice, data, other?
- Type of device
- Alternate contact number for the user or to reach someone with access to the device

International Care can be reached from U.S. locations by calling 1-800-335-4685, and from outside the U.S. by calling 1-916-843-4685.

### **Afterhours Mobility Service Management Assistance:**

If you have a maintenance emergency outside of business hours, please contact our After-Hours Center for assistance.



## Service Delivery (Provisioning/Ordering)

### With AT&T Premier Enterprise Portal

AT&T Premier Online Store is a web-based tool on the AT&T Premier platform, the one-stop resource for business customers, large and small, to learn about, purchase and manage wireless products and services online. The Premier Platform also provides these customers with the opportunity for a unique experience based on their specific product and service needs.

To view the benefits of Premier Online Store and Premier Online Care, [click here](#). Your Mobility Service Manager will partner with you to provide training on using Premier, and to ensure that your company's Premier portal is customized according to your specifications.

### Without AT&T Premier Enterprise Portal

Authorized Order Placers on your account may also place an equipment order through your Account Executive, or by calling National Business Ordering at 1-888-444-4410. We also do have specialized teams in place to project manage large-scale deployment activities. Your Global Account Manager will engage those teams as needed to support your provisioning needs.

### AT&T Returns/Warranty Exchange

You may cancel service or return equipment (handsets or accessories) for a full refund within 30 days of the equipment ship date. The Premier Support Call Center (866-499-8008) will assist with returns and exchanges for devices purchased through Premier. You may contact National Business Services to arrange a return for devices ordered through your account team or through National Business Ordering.

Beyond the 30-day period, your device may be eligible for Warranty Exchange if it become defective and meets certain warranty criteria. Your Authorized Order Placers may call National Business Services for assistance with Warranty Exchange, and your end-users may contact Business End-User Care for assistance. You and your end users can also go to <http://www.wireless.att.com/businesssupport> and click on Technical Support Chat to get technical support on all AT&T supported devices, including warranty exchanges. AT&T also has Device Support Centers in various locations around the United States. You can view information about these centers on our website by [clicking here](#).

## Billing

### With AT&T Premier e-Bill

The AT&T Premier e-Bill tool enables you to view and report on historical billing data for up to 16 months, customize reports from templates for easy analysis, view unbilled usage in addition to billed voice and usage, and view and pay current invoices.

Your Service Manager will provide additional detail about e-Bill for you during the special Premier Enterprise Portal overview session they will shortly schedule with you.

### Without AT&T Premier e-Bill

Standard bill delivery will be in place.



## Billing Support

You may contact National Business Services for any billing-related questions you may have. Additionally, you will be assigned a Business Receivables Management Representative who will be able to assist you with any A/R related questions or disputes. Your Service Manager will assist should further escalation be required.

## REPORTS / REVIEWS

Within this section, we will discuss some of the governance tools which your Service Manager will utilize in order to provide you with a world class customer experience. The reports and reviews we will discuss will provide you with an overview of the current state of your account, as well as any and all corrective courses of action AT&T commits to take in servicing your account. Your Service Management team will also use these tools to suggest ways in which you can further benefit from AT&T's products and services.

### Customer Service Guide (CSG)

As stated in the introduction, the purpose of this Customer Service Guide (CSG) is to describe the current principal procedures and communications between AT&T and the Customer related to your AT&T services.

The CSG is not a legal document and any contractual agreements that exist between AT&T and the Customer will take precedence over the CSG.

### Service Action Plans (SAP)

If service issues are identified, your Service Management team may compile a Service Action Plan (SAP), which defines action plans or targets as appropriate, to improve the quality of service. This document will then be monitored for progress in each subsequent meeting through resolution. A typical SAP will contain the following elements:

**State & Gaps:** The current condition of the organization and any differences between where they are now and where they want to be.

**Relationships:** Anyone who either makes or influences the decision and the connections between these various influencers, whether internal or external.

**Commonalities:** Values or characteristics that the contact's business and your business share or that the contact and you share.

**Current Product/Support/Company/Price (P/S/C/P):** The decision maker's current solutions and the perception they have of it.

**Temperature:** Customer's current temperature of current situation – Green, Yellow, or Red.

**Action Required:** Steps needed to resolve the situation.

**Owner:** Individual ultimately responsible for tracking/resolving the issue.

**Start Date:** Date customer or AT&T identified the issue.

**Estimated Completion Date:** Target date to have issue resolved.

**Root Cause Identified:** Identify what led to the issue and action taken to avoid repeat.

**Actual Completion Date:** Date customer agreed issue has been resolved.

The SAP is drafted by your Service Management team and agreed upon by both you and your team. Once it is issued, it is reviewed as needed. These reviews will also be used to audit progress in implementing action plans.

## Stewardship

Stewardship meetings are held via AT&T Connect Web Conference at times that are convenient to you. The goal of these meetings is to ensure AT&T is aligned with the customer's short and long term goals as a strategic partner. Your Service Management team will determine the meeting logistics with your assistance but the following table may be useful as a framework.

**Purpose:** Ensure AT&T is aligned with the customer's short and long term goals as a strategic partner.

**Frequency:** Bi Annually

**Duration:** Typically 1 hour.

**Location / Venue:** AT&T Connect Web Conference

**Standard Agenda:**

- Introductions
- State of Customer's Current Business
- AT&T Performance Review
- Performance Analysis and Recommendations
- New Business / Strategic Discussion
- AT&T Highlights
- AT&T and Customer's Next Steps