

**RFQ: QTA-0-12-PS-B-0006**  
**To** **General Services Administration**  
**(GSA)**  
**For** **Federal Strategic Sourcing Initiative**  
**(FSSI) Wireless**  
**Blanket Purchase Agreement (BPA)**  
**Volume I Technical**  
**Date** **March 11, 2013, Revision 2**



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RFQ: QTA-0-12-PS-B-0006 – GDSA Federal Strategic Sourcing Initiative (FSSI)  
Wireless /Blanket Purchase Agreement (BPA)

Contractor: AT&T Mobility LLC

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## Section A: Executive Summary

AT&T Mobility, LLC (AT&T) would like to thank the General Services Administration (GSA) for the opportunity to respond to the Request for Quote Amendment 9 regarding the wireless services and devices for the Federal Strategic Sourcing Initiative (FSSI). AT&T is uniquely positioned to provide the Federal Government with cutting edge wireless voice and data solutions that will reduce costs, enhance the productivity and efficiency of the users and support the various agencies' mission requirements.

### Access the AT&T Network When You Need it Most

AT&T offers the broadest global reach with the most wireless devices that operate in the most countries. Our domestic wireless service covers the United States, Puerto Rico and U.S. Virgin Islands and reaches more than 300 million people, or 97% of the U.S. population. We currently offer international wireless voice coverage in 226 countries and wireless data coverage in more than 200 countries. A significant advantage of AT&T's underlying GSM technology is that the subscriber can use AT&T devices both domestically and internationally.

### Built on the Most Broadly Deployed Global Standard for Mobile Devices

Nearly 90% of wireless subscribers are on the GSM network technology worldwide. The AT&T wireless network is built on the 3<sup>rd</sup> Generation Partnership Project (3GPP) family of technologies, which includes GSM, UMTS, HSPA, HSPA+ and LTE. AT&T is the largest U.S. provider on the global GSM standard and the only carrier that can provide both domestic and international wireless service with such a broad array of 4G wireless device options for the Government.

### Providing the Best Mobile Internet Experience

AT&T is an industry leader in delivering the benefits of mobile broadband networks, devices and applications. Our network investments and upgrades enable us to consistently deliver the best and fastest mobile Internet experience. Our mobile broadband network has a unique combination of attributes that make us the right choice as follows: simultaneous voice and data so users can talk and email or access the Internet at the same time, access to over 100,000 applications for current and future needs and support for more Smartphone customers than any other U.S. provider.

### The Nation's Largest 4G Network

AT&T has the nation's largest 4G network covering 288 million people. AT&T delivers 4G using two complementary technologies—LTE and HSPA+ with expanded backhaul—to deliver a widespread, ultra-fast and more consistent 4G experience in more places and a better overall network experience for our customers. AT&T has deployed HSPA+ to 100% of our mobile

broadband network, enabling 4G speeds when combined with Ethernet and fiber backhaul. AT&T also has licenses for the 700 MHz and Advanced Wireless Services (AWS) spectrum ranges and these are used for LTE services. AT&T has deployed LTE in 141 markets across the country and the LTE network is expected to be complete by the end of 2013. Our customers will have a blazing fast LTE experience and when they are not on our LTE network, they will still have faster mobile broadband speeds with HSPA+, something our competitors cannot match. Figure A-1 below depicts AT&T's Wireless Network Evolution path.

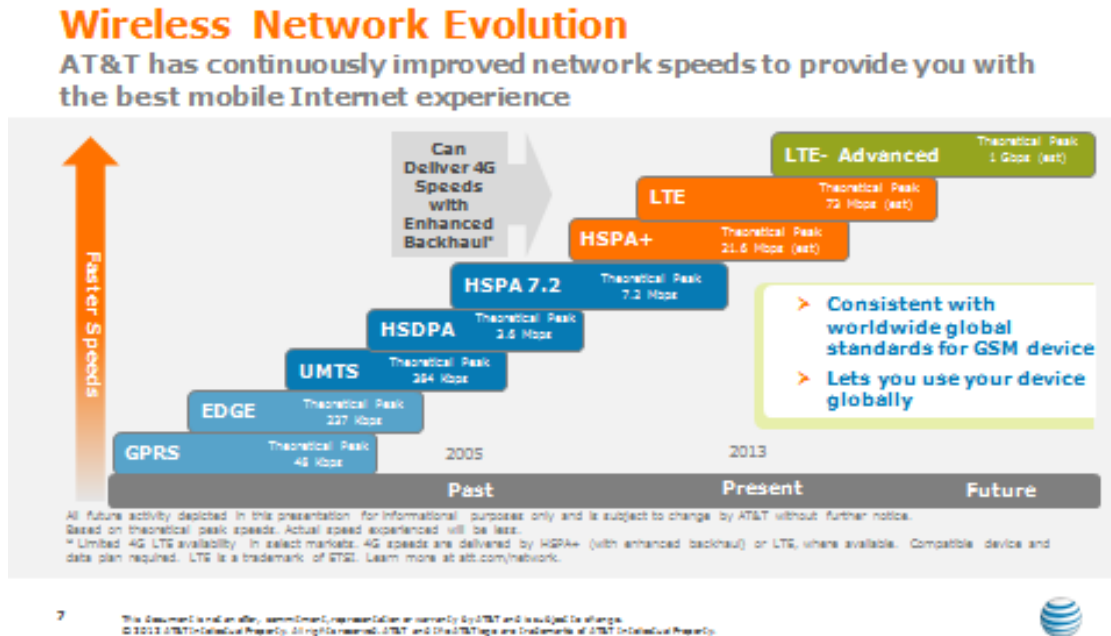


Figure A-1: AT&T's Wireless Network Evolution Path

### More Broadband Access Options

All of AT&T's current Smartphones support auto-authentication at AT&T Wi-Fi hotspots, making it even more convenient for users to maintain the best broadband experience. We are an industry leader in Wi-Fi, providing our customers with a variety of broadband connectivity at home and on the go. AT&T has the nation's largest Wi-Fi hotspot network, with more than 31,000 hotspots and access to more than 341,000 global hotspots through access to AT&T's domestic Wi-Fi service. AT&T provides additional flexible network access methods for enhanced coverage such as: strategically placed antenna distribution systems in hundreds of large public venues across the country, radios in tunnels and subways and Microcells to provide coverage in a small office/home office.

### Superior Support Tools and Services

AT&T will work closely with the Government's portal provider so that the Government can place orders and retrieve reports through the portal interface. AT&T has superior support tools and services to enable government users to manage their wireless program. AT&T BusinessDirect Premier® is AT&T's web based portal which allows assigned administrator/s to manage daily activities and provides tools for analysis all through a single interface. This web portal is available 24 hours a day, 7 days a week. In August, 2011, AT&T BusinessDirect Premier® was recognized as the top Corporate Responsibility User (CRU) portal by Compass Intelligence for straightforward navigation, easy access to information and a superior billing tool. In addition, AT&T offers the government access to Select Care which provides "single touch" support for all lifecycle functions including account management, ordering and activation, billing and technical support. The AT&T Mobility Maintenance Center is a 24x7 technical support desk for resolving troubles and International Wireless Care is a round the clock help to assist with problems when users are traveling outside of the U.S.

### **Experienced, Professional Program Management**

AT&T will provide the government with Program and Project management support for contract transition, large device implementations, day-to-day activities and lifecycle management. The Program Management Team will be staffed with experienced business leaders and analysts who will oversee the contract transition, provide the management reports, develop the quarterly reviews to enhance the Government's experience with AT&T and work with AT&T marketing professionals to develop a portal to promote this wireless program to help the GSA achieve its goals.

### **AT&T Delivers the Best Value**

AT&T will deliver the best value to the Government. AT&T will provide Service Enabling Devices that meet the technical and pricing requirements specified by the Government to include at least two cellular phones (one without camera), at least two Smartphones with tethering and global capabilities and at least one wireless broadband device. AT&T's Smartphone and basic cellular phone devices allow for simultaneous voice and data transmission thereby enhancing the user's productivity.

AT&T is offering competitively priced service rates that we believe achieve the spirit and intent of this RFQ. Our offer includes metered, pooled and unlimited voice plans as well as a voluntary suspend emergency service plan. AT&T is also offering competitive metered, pooled and unlimited data add on plans as well as data only service plans that we believe complement our voice plans and provide optimum value to the Federal Government. AT&T's international voice roaming rates offer preferred roaming rates in many of the world's most traveled countries around the world.

AT&T looks forward to working with the General Services Administration to implement this wireless program for the Federal Government to help achieve the stated mission of enabling Government agencies to better manage their wireless enterprise and to establish this BPA to give the Government a fast and effective way to order wireless devices and services.

## Section B: Technical Narrative

### 2.1 Wireless Service and Network Coverage Area

*The Contractor shall provide domestic wireless voice and data service to areas that are populated by more than 90% of the United States population. Domestic is defined as the contiguous United States, Alaska, Hawaii, Puerto Rico, and the US Virgin Islands. The Contractor shall also provide international coverage areas as commercially available; as a minimum, it shall include Canada, China, France, Germany, Netherlands, Israel, Japan, Mexico, and the United Kingdom. For both domestic and international coverage, the Contractor shall specify geographies covered and type of services available (voice, data and technology, Megabits per second (Mbps), etc).*

#### **AT&T Response:**

Wireless is AT&T's number one investment priority and we are working relentlessly to provide our customers with the most capacity, best coverage and highest mobile broadband experience. Our network is constantly being enhanced, as we add new cell sites, increase capacity and connections between cell sites and the core network and increase bandwidth capabilities.

AT&T provides coverage in all fifty states plus Puerto Rico and the U.S. Virgin Islands as part of our domestic footprint with no roaming fees. Our wireless service reaches over 300 million people or 97% of the U.S. population. AT&T has provided nationwide voice and data coverage maps in Section D, Domestic and International Maps, which show our extensive coverage capabilities in the United States including our current LTE cities. We have also provided detailed data maps for every state plus Puerto Rico and the U.S. Virgin Islands including technology type and associated network speeds.

AT&T's network is built on the most broadly deployed global standard for mobile devices: Global System for Mobile communications (GSM). Nearly 90% of wireless subscribers are on GSM network technology worldwide. The AT&T wireless network is built on the 3<sup>rd</sup> Generation Partnership Project (3GPP) family of technologies which includes GSM, UMTS, HSPA and LTE. Through roaming partners, AT&T has coverage in 226 countries and territories as well as data roaming in more than 200 countries. We also provide coverage on more than 140 cruise ships worldwide. AT&T also provides additional network access methods to enhance our coverage. We have the nation's largest Wi-Fi network with more than 31,000 hotspots in the U.S. and access to nearly 341,000 hotspots around the globe. Virtually all new Smartphones that operate with AT&T service come equipped with Wi-Fi technology and Wi-Fi use does not count toward customers' Smartphone data plan usage. AT&T's Wi-Fi locations are listed on the following link: <http://www.att.com/gen/general?pid=13540>.

In addition, AT&T has deployed Wi-Fi hotzones to supplement mobile broadband in urban areas with consistently high mobile broadband use. Hotzones enhance the broadband experience for AT&T customers who use Wi-Fi enabled devices. Wi-Fi hotzones provide another fast and reliable way for customers to stay connected from their mobile devices, adding data network capacity in high traffic areas. For example, AT&T has deployed hotzones in New York's Times

Square, Rockefeller Center, St. Patrick's Cathedral and along Park Avenue. Wi-Fi hotzones are also available in downtown Charlotte, NC, Chicago's Wrigleyville, San Francisco's Embarcadero Center and in Silicon Valley on Palo Alto's University Avenue. AT&T plans to deploy additional hotzones in other urban areas across the country with consistently high data use.

AT&T works closely with transit authorities across the country to enhance coverage in tunnels and subways. For example, in New York City, AT&T worked with Transit Wireless to commission service in six subway stations in Q4, 2011 and the build out continued into 2012. AT&T is also working with Amtrak to provide service in the Penn Station tunnels. We are currently the only Service Provider in the Grand Central Terminal in Midtown New York and we are working to expand our service there. This large scale service augment will likely complete in 2013.

In 2012 AT&T built new cell sites and expanded capacity at existing sites in the Washington/Baltimore market as part of our multi-billion dollar investment in our U.S. wireless and wireline network. From 2009 through the first half of 2012, AT&T invested more than [REDACTED] to expand and enhance the network in the Washington/Baltimore market to include more than [REDACTED] in DC; more than [REDACTED] in MD and more than [REDACTED] in Virginia.

In 2012 AT&T continued to enhance its wireless network in the Washington/Baltimore area by adding additional capacity to its 4G wireless network as well as expanding the reach of its high speed 4G LTE network. As part of the investment into building the best high speed mobile network, AT&T added an additional 34 new cell sites throughout the Baltimore, Washington, DC and Northern Virginia areas. In addition, AT&T has been continuing to upgrade its wireless network backhaul capacity by deploying high speed Ethernet connectivity to its cell sites. During 2012 4G LTE was expanded in the market to new areas such as Anne Arundel County MD, Sterling VA, Ashburn VA, Fairfax VA, Montgomery County MD, as well as deployed further into Baltimore, Howard and Loudoun counties. Another area of focus for AT&T was enhancing in-building systems throughout the market by adding additional in-building capacity and LTE coverage to existing in building systems. Some key locations were upgraded to LTE in 2012 including the [REDACTED] and the [REDACTED] in Washington DC and portions of the DC Metro System. AT&T will continue to invest in network capacity, new sites and in-building and venue projects throughout 2013 as well as continue to expand our LTE deployment throughout the entire Washington/Baltimore market to provide the best mobile broadband experience for our customers.

AT&T's Antenna Solutions group is charged with building permanent antenna distribution systems in hundreds of large public venues across the country. The team is dedicated to delivering exceptional service to customers in locations that typically experience high volume data usage such as sporting events, concerts and convention facilities to provide exceptional service.

AT&T provides coverage in all nine countries specified in this RFP and offers voice, data and two-way text messaging services in those countries. Detailed coverage maps (including network technology type and network frequencies) for these required countries can be found in Section D



of this response. In addition, AT&T has provided a table listing these countries with their associated roaming partners, available frequencies and available cellular services in **Attachment 1, GSA Country Information**. Lastly, a detailed listing of all the countries in which AT&T roams, including associated roaming partners, technology, frequencies and cellular services, is found in **Attachment 2, International Roaming List**.

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## 2.1.1 Coverage Maps and Indications

*Current coverage maps as described below shall be provided electronically in the Contractor's commercially available format either through the Business Portal Interface (defined in 2.6) or on a website. 1. Domestic coverage maps shall be updated or validated at least monthly.*

### AT&T Response:

AT&T's domestic network maps can be found via the following web link. The domestic coverage maps are updated monthly. This link will be provided to the Business Portal provider and will also be accessible via AT&T's marketing website for this BPA.

### Domestic Coverage (available via "AT&T Coverage Viewer")

<http://www.wireless.att.com/coverageviewer/>

*2. At least three levels of domestic coverage shall be provided. These levels shall be defined by the Contractor.*

### AT&T Response:

AT&T provides the following coverage level information via "AT&T Coverage Viewer" which is available at <http://www.wireless.att.com/coverageviewer/>

### Voice: Best, Good, Moderate, Partner, No Service Available

Coverage definitions are as follows:

**Best:** These areas have the strongest signal strength and are sufficient for most in-building coverage. However, in-building coverage can and will be adversely affected by the thickness/construction type of walls, or the user's location in the building (i.e., in the basement, in the middle of the building with multiple walls, etc.) This AT&T-owned network provides 3G, GSM (Global System for Mobile communications), GPRS (General Packet Radio Service), and EDGE (Enhanced Data Rates for GSM evolution) service.

**Good:** These areas are sufficient for on-street or in-the-open coverage, most in-vehicle coverage and possibly some in-building coverage. This AT&T owned network provides 3G, GSM, GPRS, and EDGE service.

**Moderate:** These areas have sufficient signal strength for on-street or in-the-open coverage, but may not have it for in-vehicle coverage or in-building coverage. This AT&T owned network provides 3G, GSM, GPRS, and EDGE service.

**Partner:** These areas represent the coverage of unaffiliated carriers and should have sufficient signal strength for on-street or in-the-open coverage, but may not have it for in-vehicle coverage or in-building coverage. AT&T users do not incur roaming charges in Partner coverage areas.

**No Service Available:** These areas do not have AT&T coverage available.

**Data: 4G LTE, 4G, 3G, Partner 3G, 2G (EDGE), Partner 2G (EDGE and/or GPRS), No Service Available**

Coverage definitions are as follows:

**4G LTE:** Long Term Evolution. These areas represent AT&T's fastest mobile Internet speeds. You'll know you're in our LTE coverage area when the 4G LTE network indicator appears next to the signal bars on your device. 4G LTE capable device required. If you are outside our LTE coverage area, you can still access services using our other 4G and 3G mobile broadband, and 2G networks where mobile broadband is not available.

**4G:** 4G Mobile Broadband - These areas represent AT&T's owned 4G HSPA+ network with enhanced backhaul. AT&T's 4G HSPA+ network is capable of delivering 4G speeds when combined with enhanced backhaul.

**3G:** 3G Voice and 3G Mobile Broadband Data coverage is available in most metropolitan areas. 3G capable device and eligible rate plan required. However like all coverage it can and will be adversely affected by distance from cell site, weather, foliage, tower congestion and other factors. You'll know you're in our 3G coverage area when the 3G network indicator appears beside the signal bars on your phone. If you are outside our 3G coverage area, you can still access services using our EDGE network.

**Partner 3G:** This area represents the coverage of unaffiliated carriers with 3G Mobile Broadband service. Excessive use of Partner service may result in the loss of coverage in Partner areas as provided in your service terms.

**2G (EDGE):** These areas represent AT&T's owned GSM network providing EDGE - Enhanced Data rates for GSM Evolution coverage. Advanced mobile services like video and music clips, full picture & video messaging, high-speed color Internet access, and email on the move are possible.

**Partner 2G:** These areas represent unaffiliated partner network providing 2G mobile services, allowing advanced mobile services like video and music clips, full picture & video messaging, high-speed color Internet access, text, email, and basic WAP browsing. Excessive use of Partner service may result in the loss of coverage in Partner areas as provided in your service terms.

**No Service Available:** These areas do not have AT&T coverage available.

3. Domestic coverage maps shall include type of technology used.

**AT&T Response:**

AT&T's domestic coverage maps available via "AT&T Coverage Viewer" provide the type of technology used to include 4G LTE, 4G, 3G, EDGE and GPRS. Definitions of these technologies are included in the response to 2.1.1 #2 and in the "Coverage Legend Terms" in Section D, Domestic and International Maps of this response.

4. Coverage maps for international markets (outside the domestic U.S.) shall be provided to a commercially reasonable extent.

**AT&T Response:**

Since the international networks are owned and maintained by other carriers, and not by AT&T, it is best to access coverage maps for international markets that are approved by the GSM Association. These coverage maps can be found via the following link:

<http://maps.mobileworldlive.com/>

Extensive international coverage information can also be found via the following AT&T website:

<http://www.wireless.att.com/learn/international/index.jsp>

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## 2.2 Mobile Devices

*Contractors shall provide devices to enable services, hereafter called "service enabling devices" or SEDS. The technical requirements for SEDS are outlined in the sections below. The Contractor shall include SEDS for zero dollars bundled with the prices of the service.*

*Features are not part of the base service. Features are additional capabilities that are offered beyond the voice or data services.*

**AT&T Response:**

AT&T will offer SEDS for zero dollars bundled with the prices of the service whose technical requirements are outlined in the sections below. SEDs will not be provided at no cost for metered plans. AT&T understands that features are not part of the base service but are additional capabilities that are offered beyond the voice or data services.

*All SEDS shall be new except where this BPA specifically states otherwise.*

**AT&T Response:**

All SEDS offered under this BPA will be new except where this BPA specifically states otherwise.

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## 2.2.1 Mobile Device Offerings

*At a minimum, Contractor's offerings of SEDs shall include the following except for metered plans:*

*1. At least two cellular phones, one of which does not have a camera, for voice only plans*

### **AT&T Response:**

AT&T will offer at least two cellular phone SEDs, including one cellular phone without a camera. AT&T's current cellular phone SED offerings under this BPA include the Samsung A157 (does not include a camera) and the Pantech Breeze III (includes a camera.)

*2. At least two smartphones with tethering and global capabilities for data add-on plans.*

### **AT&T Response:**

AT&T will offer at least two Smartphone SEDSs with tethering and global capabilities when activated with voice and data add on service plans. AT&T's current Smartphone offerings under this BPA include the BlackBerry BOLD 9900, BlackBerry Curve 9360NC (does not include a camera) and the Samsung Galaxy Rugby Pro

*The Contractor shall offer the following SEDs as available:*

- 1. At least one cellular phone for voice only metered plans and one smartphone for data add-on metered plans.*
- 2. At least one Wireless broadband access SED (e.g., AirCards, mobile Wi-Fi hotspots, MiFi)*
- 3. Phones with satellite and cellular coverage. The phone's form factor and features should be similar to a cellular phone's form factor and features*
- 4. Nationwide alphanumeric pagers. For security reasons, these SEDs shall not have any transmission functionality*
- 5. Nationwide numeric pagers. For security reasons, these SEDs shall not have any transmission functionality*

*The Contractor shall make available to Ordering Entities a current list of offered SEDs from which the Ordering Entity may select when ordering. The Contractor shall include the following statement with the list of offered SEDs:*


*The Government will have the option of cancelling all orders where SEDs are on backorder at time of order placement or subsequent notification without financial penalty. SEDS shall be shipped with non-cellular and non-paging connections disabled.*

### **AT&T Response:**

SEDs will not be provided at no cost for metered plans.

AT&T will offer at least one wireless broadband SED under this BPA. AT&T's current offering under the BPA is the 4G/LTE Momentum. See **Table 2.2.2-1** below.

**Table 2.2.2-1: Data Only SED Offering:**

<b>Table 2: Tablet Devices</b>	<b>USB Connect Momentum 4G</b>
Pictures are not to scale	
<b>Additional Device Features</b>	
Operating System	Compatible with Mac or Windows
Network Speed	Up to 50 Mbps
Frequencies	LTE (700/AWS), up to 50 Mbps HSPA+/HSPA/UMTS(850/1900/2100 MHz) EDGE/GPRS(850/900/1800/1900 MHz)
International Capability	Y
2100Mhz for Japan	Y
Battery Life	NA

AT&T will not offer Phones with satellite and cellular coverage under this BPA.

AT&T does not provide nationwide alphanumeric pagers or nationwide numeric pagers as commercially available devices.

AT&T will make available to Ordering Entities a current list of offered SEDs from which the Ordering Entity may select when ordering along with the required statement.

AT&T agrees the Government will have the option of cancelling all orders where devices are on backorder at time of order placement or subsequent notification without financial penalty.

## **2.2.2 No Charge Cellular Phone and Service Capabilities**

*At a minimum, the Contractor shall provide the following cellular phone and service capabilities at no additional charge to the Government:*

- 1. Mute functionality*
- 2. Vibrate alert for phone calls*
- 3. Ring alert for phone calls*
- 4. International Roaming — Activate international roaming only upon Ordering Entity's request (as available).*
- 5. International Long Distance Toll Restrictions — The Government shall be able to disable international long distance calling that will result in additional tolls*
- 6. International Roaming Indication — All SEDs shall indicate if roaming to another country where additional service fees will be applied*
- 7. AC Charger*
- 8. Headset (as available)*

9. *Holster (as available)*
10. *Car Charger (as available)*
11. *Spare or extra battery (as available)*
12. *Case (as available)*
13. *Voice Mail*
14. *Caller ID*
15. *Call blocking*
16. *Busy or No Answer Condition*
17. *Unlimited Short Messaging Services (SMS) (i.e., text messaging)*
18. *900, 976, and similar pay per call/minute services shall be blocked*
19. *Speaker phone (as available)*
20. *Wireless hands-free capability with FIPS 140-2 and NIST 800-121 compliant encryption (as available)*
21. *WLAN Calling capability (as available)*
22. *Remote suspend/resume (as available)*
23. *Remote kill (as available)*
24. *Remote wipe ( as available)*
25. *Call waiting (as available)*
26. *No answer transfer (as available)*
27. *Voice activated dialing (as available)*
28. *Call Forwarding (as available)*
29. *PIX messaging (delivery of pictures via text messaging) and multimedia messaging services (as available)*
30. *Three way calling (as available)*
31. *Camera (pictures and video) (as available)*
32. *Voice recording (as available)*
33. *Queue Loading – Firmware updates via Over the Air (OTA), i.e. security patches and other application/system updates (as available)*
34. *Secure voice communications, including one or more models with FIPS compliant encryption (as available)*
35. *Smartphone PIN-to-PIN messaging (as available)*

### **AT&T Response:**

AT&T complies with all required base cellular phone and service capabilities. See Tables 2.2.3-1 and 2.2.4-1 for a feature-by-feature summary for the AT&T offered SEDs. Roaming will come inactive for all countries. Roaming will be restricted by [REDACTED]. Upon the request of the ordering entity, [REDACTED] in order to enable international roaming. Roaming, when activated, is activated for all countries that AT&T provides international service in (via roaming partners). See table 3-7 on Pricing worksheet for AT&T international coverage capabilities. AT&T will work with the GSA on an accessory discount plan after award for “as available” accessory items.

Contractor shall not bill for MP3 or ringtone downloads. Contractor may block these requests via its network.

**AT&T Response:**

Purchase Blocker is a free service offered by AT&T that allows the user/account holder to restrict the ability to make mobile purchases (ringtones, games, graphics) from AT&T or from a third party. Purchase Blocker only works if a customer is making a purchase that is billed through AT&T Mobile Purchases. Purchase Blocker will prevent any billing to the government account.

Purchase Blocker will not restrict the purchase of content if a customer is purchasing content from a partner storefront (e.g. Apple App Store, BlackBerry App World.) AT&T will make certain that the Purchase Blocker feature is included for all new and existing subscribers in order for download charges to be blocked unless requested by the authorized order placers. In order to comply, AT&T will utilize a dedicated program management team to conduct standing audits for all subscribers under the new GSA FSSI agreement.

**2.2.3 Other Cellular Phone and Service Capabilities**



Cellular phone features shall include the following:

1. Push to Talk (PTT) (as available)
2. Wireless Priority Service (WPS)
4. Directory Assistance
5. Multimedia broadcast (e.g., broadcast TV) (as available)

**AT&T Response:**

AT&T offers Push to Talk (PTT) and Wireless Priority Service (WPS) as optional add-on features. AT&T complies with requirement for Directory Assistance Service. Multimedia Broadcast service is available on Smartphones with a data plan.

**Table 2.2.3-1: Standard Cellular SED Offerings**

Standard Cellular Devices	Samsung A157	Pantech Breeze III
Pictures are not to scale		
Mandatory GSA Requirements		
Mute Functionality	Y	Y
Vibrate Alert for Phone Calls	Y	Y
Ring Alert for Phone Calls	Y	Y

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<b>Standard Cellular Devices</b>	<b>Samsung A157</b>	<b>Pantech Breeze III</b>
International Roaming Upon Request	Y (requires removal of feature code NIRM)	Y (requires removal of feature code NIRM)
International Long Distance Toll Restrictions	Y (requires feature code ICR)	Y (requires feature code ICR)
International Roaming Indication	Y	Y
AC Charger	Y	Y
Headset (as available)* <sup>1</sup>	N* <sup>2</sup>	N* <sup>2</sup>
Holster(as available)* <sup>3</sup>	N	N
Car Charger (as available)		
Spare or Extra Battery (as available)		
Case (as available)		
Voice Mail	Y	Y
Caller ID	Y	Y
Call Blocking	Y	Y
Busy or No Answer Condition	Y	Y
Unlimited SMS	Y (requires Unlimited SMS Plan)	Y (requires Unlimited SMS Plan)
900,976, and similar pay per call/minute service blocking	Y (calls to these numbers blocked by default)	Y (calls to these numbers blocked by default)
Speaker Phone (as available)	Y	Y
Wireless Hands-free Capability with FIPS 140-2 and NIST 800-121 compliant encryption (as available)* <sup>4</sup>	Y (Requires an NSA approved Headset)	Y (Requires an NSA approved Headset)
WLAN Calling Capability (as available)	N	N
Remote Suspend/Resume (as available)	N	N
Remote Kill (as available)	Y (by contacting any available customer support resource)	Y (by contacting any available customer support resource)
Remote Wipe (as available)	N	N
Call Waiting (as available)	Y	Y
No Answer Transfer (as available)	Y	Y
Voice Activated Dialing (as available)	Y	Y

<sup>1</sup> Wireless Headsets can be procured separately

<sup>2</sup> Wired Headsets can be procured separately

<sup>3</sup> Holsters can be procured separately

<sup>4</sup> Example of NSA-Approved device: BlueArmor 100 Secure - Details Available at: Headset: <http://www.biometricassociates.com/products-baimobile/headset.html>



Call Forwarding (as available)	Y	Y
PIX (Picture) Messaging and multimedia messaging services (as available)	Y (receive only, non-camera device)	Y
3-Way Calling (as available)	Y	Y
Camera- pictures and video (as available)	N	Y
Voice Recording (as available)	Y	Y
Queue Loading - OTA Firmware Updates (as available)	N	N
Secure Voice Communications (FIPS Compliant Encryption) (as available)	N	N
Smartphone PIN-PIN messaging (as available)	N	N
<b>Other Cellular Phone Features and Service Capabilities:</b>		
Push To Talk (PTT) (as available)	Y (requires optional PTT feature)	Y (requires optional PTT feature)
Wireless Priority Service	Y (Optional account feature)	Y (Optional account feature)
Directory Assistance	Y	Y
Multimedia Broadcast (as available)	N	N
<b>Additional Device Features</b>		
Operating System	Java	Java
Network Speed	2G/3G UMTS	2G/3G UMTS
Frequencies	UMTS: 850/1900 and GSM/EDGE: 850/900/1800/ 1900	UMTS: 850/1900 and GSM/EDGE: 850/900/1800/ 1900
International Capability	Y	Y
2100Mhz for Japan	N	N
Talk Time	7 Hours	7 Hours
Standby Time	21 Days	21 Days
GPS	Y	Y
Wi-Fi	N	N
Bluetooth	Y	Y
Hearing Aid Compatible	N	N

## 2.2.4 Smartphone Capabilities

*Smartphone capabilities shall include the following:*




1. All mandatory cellular phone and service capabilities
2. Email
3. Web browser

4. *Personal Information Management (PIM), including contact and calendar information and documents/notes*
5. *Ability to sync with leading email, contact/address, and calendar platforms*
6. *Vibrate alert to emails and text messages*
7. *Ring alert to emails and text messages*
8. *Ability to transfer photos/pictures directly to computer*
9. *Remote kill (as available)*
10. *Remote wipe (as available)*
11. *Ability to disable audio, video, and all recording functionality (as available)*
12. *Transmit and receive data (e.g., surf the Internet) while conducting a voice session (as available)*

### AT&T Response:

AT&T complies with all required Smartphone capabilities.

**Table 2.2.4-1: Smartphone SED Offerings:**

<b>Smartphone Devices</b>	<b>BlackBerry Curve 9360NC</b>	<b>BlackBerry Bold 9900</b>	<b>Samsung Galaxy Rugby Pro</b>
Pictures are not to scale			
<b>Mandatory GSA Requirements</b>			
Mute Functionality	Y	Y	Y
Vibrate Alert for Phone Calls	Y	Y	Y
Ring Alert for Phone Calls	Y	Y	Y
Activate International Roaming Upon Request	Y (with removal of feature code: NIRM)	Y (with removal of feature code: NIRM)	Y (with removal of feature code: NIRM)
International Long Distance Toll Restrictions	Y (with use of feature code: ICR)	Y (with use of feature code: ICR)	Y (with use of feature code: ICR)
International Roaming Indication	Y	Y	Y
AC Charger	Y	Y	Y
Headset (as available) <sup>5</sup>	Y	Y	Y

<sup>5</sup> Wired Headsets are included with the SED (and can also be procured separately); Wireless Headsets can be procured separately

Smartphone Devices	BlackBerry Curve 9360NC	BlackBerry Bold 9900	Samsung Galaxy Rugby Pro
Holster (as available)* <sup>6</sup>	N	N	N
Car Charger (as available)* <sup>7</sup>	N	N	N
Spare or Extra Battery (as available)* <sup>8</sup>	N	N	N
Case (as available)* <sup>9</sup>	N	N	N
Voice Mail	Y	Y	Y
Caller ID	Y	Y	Y
Call Blocking	Y	Y	Y
Busy or No Answer Condition	Y	Y	Y
Unlimited SMS	Y	Y	Y
900,976, and similar pay per call/minute service blocking	Y (Calls to these numbers are blocked by default)	Y (Calls to these numbers are blocked by default)	Y (Calls to these numbers are blocked by default)
Speaker Phone (as available)	Y	Y	Y
Wireless Hands-free Capability with FIPS 140-2 and NIST 800-121(as available)* <sup>10</sup>	Y (Requires an NSA approved Headset)	Y (Requires an NSA approved Headset)	Y (Requires an NSA approved Headset)
WLAN Calling Capability (as available) <sup>11</sup>	N* <sup>7</sup>	N* <sup>7</sup>	N* <sup>7</sup>
Remote Suspend/resume Capability (as available)	Y	Y	Y
Remote Kill Capability (as available)	Y	Y	Y
Remote Wipe Capability (as available)	Y (with use of BlackBerry Enterprise Server)	Y (with use of BlackBerry Enterprise Server)	Y(with user of Microsoft ActiveSync or similar MDM functionality)
Call Waiting (as available)	Y	Y	Y
No Answer Transfer (as available)	Y	Y	Y

<sup>6</sup> Holsters can be procured separately

<sup>7</sup> Car Charger can be procured separately

<sup>8</sup> Spare or Extra battery can be procured separately

<sup>9</sup> Case can be procured separately

<sup>10</sup> Example of NSA-Approved device: BlueArmor 100 Secure - Details Available at: Headset:  
<http://www.biometricassociates.com/products-baimobile/headset.html>

<sup>11</sup> AT&T may support WLAN in a future release as a hosted service or part of PBX/SIP integration and related client software.



<b>Smartphone Devices</b>	<b>BlackBerry Curve 9360NC</b>	<b>BlackBerry Bold 9900</b>	<b>Samsung Galaxy Rugby Pro</b>
Voice Activated Dialing (as available)	Y	Y	Y
Call Forwarding (as available)	Y	Y	Y
PIX (Picture) Messaging (as available)	Y	Y	Y
3-Way Calling (as available)	Y	Y	Y
Camera- pictures and video (as available)	N	Y	Y
Voice Recording (as available)	Y	Y	Y
Queue Loading - OTA Firmware Updates (as available)	Y	Y	Y
Secure Voice Communications (FIPS Compliant Encryption) (as available)	Y (Requires AT&T Encrypted Mobile Voice)	Y (Requires AT&T Encrypted Mobile Voice)	Y (Requires AT&T Encrypted Mobile Voice)
Smartphone PIN-PIN messaging (as available)	Y	Y	N
<b>Mandatory GSA Smartphone Requirements</b>			
Mandatory Base Cellular Phone and Service Capabilities	Y	Y	Y
Email	Y	Y	Y
Web Browser	Y	Y	Y
Personal Information Management (contact and calendar information and documents/notes)	Y	Y	Y
Ability to sync with leading email, contact/address, and calendar platforms	Y (with use of BlackBerry Enterprise Server)	Y (with use of BlackBerry Enterprise Server)	Y
Vibrate Alert to Emails and Text Messages	Y	Y	Y
Ring Alert to Emails and Text Messages	Y	Y	Y
Ability to Transfer Photos Directly to Computer	Y	Y	Y
Remote Kill (as available)	Y	Y	Y
Remote Wipe (as available)	Y (with use of BlackBerry Enterprise Server)	Y (with use of BlackBerry Enterprise Server)	Y (with use of 3rd party MDM or Microsoft ActiveSync)

Smartphone Devices	BlackBerry Curve 9360NC	BlackBerry Bold 9900	Samsung Galaxy Rugby Pro
Ability to Disable Audio/Video/Recording Functionality (as available)	Y (with use of BlackBerry Enterprise Server)	Y (with use of BlackBerry Enterprise Server)	Y (with use of 3rd party MDM or Microsoft ActiveSync)
Transmit and Receive Data While Conducting a Voice Call (as available)	Y	Y	Y
Additional Device Features			
Operating System	RIM OS 7.1	RIM OS 7.1	Android v4.1
Network Speed	2G/3G	2G/3G/4G HSPA+	LTE/4G HSPA+/3G/2G/GSM
Frequencies	UMTS: 850/1900/2100 and GSM/EDGE: 850/900/1800/1900	UMTS: 850/1900/2100 and GSM/EDGE: 850/900/1800/1900	LTE Band 4 and 17 UMTS: 850/1900/2100 and GSM/EDGE: 850/900/1800/1900
International Capability	Y	Y	Y
2100 MHz for use in Japan	Y	Y	N
Talk Time	5 Hours	6.3 Hours	11 hours
Standby Time	12.5 Days	12.8 Hours	12 days
GPS	Y	Y	Y
Wi-Fi	Y	Y	Y
Bluetooth	Y	Y	Y
Hearing Aid Compatible	Y	Y	Y

## 2.2.5 Smartphone Features

Smartphone features shall include the following, as available:

- 1 Sensitive Compartmented Information Facility (SCIF) Friendly mode feature. With a press of a single button or key, and as verified with a SCIF-mode indicator LED or icon, transmit and receive functions can be “turned off” to enable use in a secure space when policy allows. In —SCIF Friendly// mode, all transmitters, receivers, microphones, speakers, transducers, GPS, and recording capabilities in the device are shutdown while still allowing the user to access the PDA functions like appointment/schedule calendars, contacts, checking previously downloaded email, and viewing documents. SCIF Friendly mode smartphones shall not be equipped with a camera

### AT&T Response:

In the event an AT&T non-camera Smartphone does not have the “SCIF-friendly mode feature” it could potentially be placed in “Airplane Mode” which is a manual setting that disables its wireless communication abilities. While in airplane mode, the Smartphone cannot send or receive phone calls, text messages, picture messages or video messages and the user may not browse the Internet on the Smartphone nor use Bluetooth devices with it. However, functions like music players, calendars and so forth can continue to be used.

2. *Multimedia Broadcast (e.g., broadcast TV)*

### AT&T Response:

AT&T Smartphones support multimedia broadcast with the appropriate application and data plan.

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## 2.2.6 Data Only Device Features

*Data only features shall include the following as available:*

1. *Machine-to-machine (M2M) – M2M and telemetry products provide wireless connectivity to machines, vehicles, or assets*

### AT&T Response:

AT&T provides data service plans to support machine-to-machine and telemetry products under this BPA and has additional offerings on the GSA Schedule.

2. *Fixed Wireless Solutions – These products enable users to replace traditional wireline connectivity*

### AT&T Response:

AT&T provides data service plans to support Fixed Wireless Solutions under this BPA and has additional offerings on the GSA Schedule.

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## 2.3 Service Plans

*The Contractor shall offer service plans as described below. The Contractor shall offer service plans to Ordering Entities that provide their own Government Furnished Equipment (GFE) devices that are compatible with the Contractor’s network technology (e.g., CDMA, LTE 4G, etc.).*

### AT&T Response:

AT&T will offer all service plans to Ordering Entities that include SEDs or allow for the Ordering Entities to provide their own Government Furnished Equipment devices that are compatible with AT&T’s network technology.

1. *Voice plans include voice calling and text messaging.*

**AT&T Response:**

AT&T Voice plans include voice calling and text messaging.

*2. Data service plans added to voice service plans are defined as data add-on service plans. Data may include emails, Internet access, video, Multimedia Messaging Service (MMS), and other data.*

**AT&T Response:**

Data add-on plans include emails, Internet access, video, multimedia messaging and other data.

*Data only service plans shall include emails, Internet access, video, MMS, and other data transport not combined with voice service plans.*

**AT&T Response:**

Data only service plans include emails, Internet access, video, MMS and other data transport not supported by voice cellular services.

All satellite service pricing shall be in addition to the pricing for cellular services. As available, the Contractor shall provide national and regional paging services.

**AT&T Response:**

AT&T is not offering satellite service pricing under this BPA. [REDACTED]  
[REDACTED] AT&T does not provide national and regional paging services.

*International long distance and international roaming prices shall be “add-ons” to existing voice or data pricing.*

**AT&T Response:**

International long distance and international roaming prices are “add-ons” to existing voice or data pricing.

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### 2.3.1 Pooling

*Pooling of domestic voice and data within the same billing account shall occur at a level specified by the Ordering Entity. For example, if an entire agency is on the same billing account, data or voice may be pooled across that entire Agency, within multiple Bureaus under that Agency, or multiple sub-bureaus within that agency. The Contractor may require that the pooling size consist of a minimum number of units – not to exceed a minimum of ten (10) units.*

**AT&T Response:**

AT&T will modify its billing system to comply with the requirement for pooling as required by a single ordering entity purchasing from the GSA FSSI Wireless BPA. AT&T will pool across an

entire Agency, within multiple Bureaus under that Agency, and/or multiple sub bureaus within that agency. AT&T does not have a minimum number of units in a pooling group.

Billing system modifications are currently underway to support the pooling requirement. The billing system will apply pooling credits on the following month's invoice. If award is made before complete automation is in place, AT&T will manually adjust invoices to reflect the correct pooling credits. Presentation of the billing reports online for pooling will differ from the actual billed amounts for pooling on the invoice until such time that the automation is complete.

*Pooling shall occur across all pooled plans regardless of the device type. For example, the minutes from a Smartphone plan with 400 minutes shall be included in the same pool as a cellular phone with 900 minutes. Thus, if a Bureau has 100 users on a 100 minute pooled plan and 100 users on a 400 minute pooled plan, there would be 50,000 minutes available for those 200 users before overages are charged.*

### **AT&T Response:**

AT&T supports voice and data pooling regardless of device type under this BPA. For instance, the minutes from a Smartphone plan will be included in the same pool as a cellular phone. The voice and data plans offered under this BPA will not pool with voice and data plans that are currently available under the GSA Schedule. For example, the voice pool plans under this BPA (100, 400 and 900) will not pool with the existing GOVP plans on the GSA Schedule. The voice plans under this BPA will pool together regardless of device type. The same caveat applies to the data plans. For instance, the 5GB device agnostic pooled plan under this BPA will not pool with the data plans that are currently on the GSA Schedule.

Choice of pooling type must be defined by the Ordering Entity. For example, device agnostic pooling plans available through this BPA cannot coexist on the same account with legacy GOVP plans from the GSA Schedule.

*The Contractor shall allocate overages only to those users that have exceeded their individual share of the pool, that is, without applying overage charges to any user that has not exceeded the user's share. Prior to calculating these overages, the Contractor shall distribute unused minutes or MBs across subscribers within the pool by a logical allocation. One acceptable allocation would be to distribute these minutes or MBs proportionally as a ratio of the minutes or MBs needed by each applicable subscriber to the total of minutes or MBs needed by all pooled subscribers. For example, if the pool size for data add-on is 10,000 GBs, total data usage that exceeded individual allowances is 2,000 GBs, and total usage that is under individual allowances is 500 GBs, the net overage for the pool would be 1,500 GBs. Each user who exceeded the user's individual allowance would have 25% of the overage waived (500 divided by 2,000 is 25%). So if User A was 100 MBs over his allotment and User B was 1000 MBs over her allotment, the Contractor would first deduct 25% of each user's MBs, and then apply overage charges to the balance, resulting in 75 billed overage MBs for User A and 750 billed overage MBs for User B.*

### **AT&T Response:**

AT&T meets this requirement. AT&T uses a logical allocation to distribute overage proportionately only to the users that have exceeded their individual share of the pool. This logical allocation is used for both voice and data pooling. Unused minutes or MBs are distributed prior to calculating overages.



*Alternatively, at the Contractor's option, the Contractor may waive all overage charges if the Ordering Entity increases their total number of pooled minutes or MBs to at least the amount of pooled minutes or MBs used during the month in which the overage occurred. This purchasing increase in minutes or MBs shall occur for at least 30 days.*

### **AT&T Response:**

AT&T does not elect to use this alternative. Overage minutes will be allocated proportionately to those users exceeding their individual plan minutes. Participating users may be on different pooling price points, each of which has a defined contribution to the overall pool. Usage credits are then allocated proportionately for those users who have exceeded their individual contribution minutes.

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## **2.3.2 No Additional Charge Items**

*There shall not be any additional charges for the following:*

1. SEDs
2. *International charges if the transmission originates and terminates at domestic locations, regardless of whether international roaming is activated (as available).*

### **AT&T Response:**

AT&T complies with the "No Additional Charge Items" requirement. SEDs specified as included with the service plans are zero priced. AT&T understands the phenomenon of international towers being accessed by cellular phones currently in the United States. To prevent the access to international towers, AT&T has a no-cost billing code [REDACTED] that restricts international roaming. This code will allow AT&T to comply with this requirement to disallow charges for international roaming when the end user never leaves the U.S. AT&T will make certain that [REDACTED] features are included for all new and existing subscribers for roaming to be blocked unless requested by the Authorized Order Placers.

In order to comply, AT&T will utilize a dedicated Program Management Team to conduct standing audits for all subscribers under the new GSA FSSI Agreement.

If the government believes an international charge to be a result of unintended international roaming, the government should dispute the charges. AT&T will research, and if the phone is found to have been in the U.S. at the time charges were incurred, the charges will be credited.

3. *Third-party direct billing*

### **AT&T Response:**

AT&T complies with the "No Additional Charge Items" requirement. Purchase Blocker is a free service offered by AT&T that allows the user/account holder to restrict the ability to make mobile purchases (ringtones, games, graphics) from AT&T or from a third party. Purchase Blocker only works if a customer is making a purchase that is billed through AT&T Mobile

Purchases. Purchase Blocker will not restrict the purchase of content if a customer is purchasing content from a partner storefront (e.g. Apple App Store, BlackBerry App World.)

AT&T will make certain that Purchase Blocker is included for all new and existing subscribers in order for download charges to be blocked unless requested by the Authorized Order Placers. In order to comply, AT&T will utilize a dedicated Program Management Team to conduct standing audits for all subscribers under the new GSA FSSI Agreement.

4. *Domestic nights (9 PM local or earlier as specified by Contractor to 6 AM local originating time) or weekends calling (9 PM Friday or earlier as specified by Contractor – 6 AM Monday local time)*

**AT&T Response:**

AT&T night calling is from 9PM-6AM Monday through Friday; weekend calling is from 9PM Friday – 6AM Monday (based on time of day at switch providing service).

5. *In-network mobile-to-mobile minutes*

**AT&T Response:**

Within the AT&T network, there will be no additional charge for in network mobile-to-mobile minutes.

6. *Contractor owned Wireless Local Area Network (WLAN) (e.g., Wi-Fi) usage*

**AT&T Response:**

There will be no additional charge for AT&T owned wireless Local Area Network (Wi-Fi) usage. AT&T has over 31,000 Wi-Fi hotspots in the United States.

7. *Activation/establishment or service restoration including internal/external porting of telephone numbers, telephone number changes, and/or to change or activate/deactivate service features*

**AT&T Response:**

There will be no additional charge for activation/establishment or service restoration including internal/external porting of telephone numbers, telephone number changes and/or to change or activate/deactivate service features.

8. *Termination*

**AT&T Response:**

There will be no charge for termination of service on this contract.

AT&T appreciates the Government’s willingness to support the review/investigation of any case of abuse with the associated terms and confirms there will be no charge for termination on this contract.

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### 2.3.3 Emergency Service Plans

*As available, emergency service plans shall be offered for devices that typically are not used except during emergencies.*

#### **AT&T Response:**

For devices used typically only in emergencies, the Government can use the Voluntary Suspend Plan to provide mobile devices at a moment's notice to personnel. Under this plan, a customer can suspend lines for up to [REDACTED] days. Lines in suspended status are charged a nominal established rate per month, per line. There is no additional monthly rate plan charge associated with the Suspend Plan. When an emergency arises, the customer can request that AT&T provision regular services (voice, data, text, etc.) on the lines (over the air.) The time spent in suspend status will not count towards the device refresh period.

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### 2.3.4 Ownership of Privacy Data

*The Government will own all user privacy data, including the name of the individual using the service, all contact information, usage information and inventory data. The Government will also own all content sent to the Government including emails, text messages, data, and voice mails.*

#### **AT&T Response:**

AT&T complies with all statutory requirements regarding the handling of Customer Proprietary Network Information ("CPNI"). AT&T may use and retain CPNI as defined in 47 U.S.C Section 222 of the Telecommunication Act of 1996, used and gathered in the performance of this Agreement as permitted by Federal and State law and regulation. AT&T may use CPNI collected in connection with provisioning this Agreement for its own internal purposes beyond the expiration of the Agreement and to the extent CPNI, as applicable, is not identifiable as belonging to the customer. AT&T asserts that our interest in (and rights to) the usage information and inventory data is for network reliability and similar purposes, and doesn't implicate user privacy. Ownership of the content of information transmitted between the Government and third parties is a matter to be determined between the government and those parties. If the customer does not want AT&T to comprehend customer data to which it may have access in performing the services, customer must encrypt such data so that it will be unintelligible. Customer is responsible for obtaining consent from and giving notice to its users, employees and agents regarding AT&T's processing the user, employee or agent information in connection with providing service. Unless otherwise directed by the customer in writing, if AT&T designates a dedicated account representative as customer's primary contact with AT&T, customer authorizes that representative to discuss and disclose customer's CPNI to any employee or agent of customer without a need for further authentication or authorization.

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## 2.4 Infrastructure/Subsystems and Accessories

*The Contractor shall provide the following infrastructure/subsystems as available as part of a wireless service order:*

1. *A direct connection from Contractor's wireless network to an Ordering Entity's network to ensure secure, private transport that does not include public Internet-based transport*

### **AT&T Response:**

AT&T offers custom APN with CCS as enhanced service to comply with this requirement.

AT&T Commercial Connectivity Service (CCS) can extend an enterprise's existing WAN infrastructure into the cellular network. This extension of the enterprise WAN enables government entities to pursue application deployments, which include mobile workers, hard-to-reach locations, and temporary locations. In addition, CCS also supports backup application scenarios that provide true path diversity when a customer's primary wireline application goes down. CCS offers the reliability, protection and flexibility that wireless enterprise applications require.

Key features of the CCS solution include:

- Network extension with the ability to utilize an enterprise's existing WAN infrastructure
- Variety of network connectivity options (AT&T MPLS based VPN services [AVPN, IPeFR], Internet, Internet VPN, Frame Relay)
- Flexible IP addressing options (public, private, dynamic, static, customer or AT&T provided)
- Customizable standards-based security enhancements (private IP, firewall options, access control, traffic isolation)
- Diversity options for enterprise connections and redundancy in AT&T radio and core network elements

2. *Software licenses and support services to manage devices and content over-the-air (OTA)*

### **AT&T Response:**

AT&T currently offers GOOD Mobile Device Management Solution on GSA Schedule. AT&T intends to add additional Mobile Device Management Solutions.

3. *GSM circuit-switch data service*

### **AT&T Response:**

AT&T provides GSM Circuit-Switched Data (CSD) support for use with certified government voice encryption devices (Sectera GSM, Sectera EDGE and L-3 Guardian). CSD is not supported on other devices or for other uses.

AT&T's domestic CSD support footprint varies by location and device. CSD support is currently limited to AT&T's 2.5G (EDGE) network, and frequency band support for CSD will vary by market/region. Not all supported CSD devices are guaranteed to work in all domestic markets/regions. Customers relying on CSD-based voice encryption services are strongly

encouraged to contact their AT&T Account Team for information on CSD support for specific regions and devices to ensure that customer expectations are met.

AT&T provides support for international roaming on CSD only to the extent that our global roaming partners support the technology. AT&T cannot make any guarantees regarding availability or reliability of international CSD support. Customers requiring CSD support in specific regions should contact their AT&T Account Team for up-to-date information on CSD support.

#### *4. Temporary antenna installations to improve coverage*

##### **AT&T Response:**

AT&T Remote Mobility Zone (ARMZ) is a temporary antenna installation to improve cellular wireless coverage. ARMZ can provide recoverable GSM voice and data equipment that can be dynamically deployed in a disaster area where mobile coverage has been disrupted. It can also be set up in any area where AT&T cellular coverage is not available, and where AT&T is licensed to provide cellular service.

ARMZ works with optional satellite services, which are available for purchase separately, or government agencies can elect to utilize their own satellite or LAN connectivity for backhaul to the AT&T cellular network. When government agencies “bring your own” connectivity for backhaul into the AT&T network, they will be solely responsible for establishing network connectivity, handling bandwidth requirements, all ongoing management and complete deployment of connectivity services including ongoing spectrum allocation and coordination, incident response, 911 coordination, and frequency management.

Service components include management of customer-deployable GSM Picocell base station equipment, optional service level agreements and optional satellite services which are purchased separately from AT&T Mobility Vanguard Services LLC, a wholly owned subsidiary of AT&T. Picocell base stations support 2.5G (EDGE) voice and data services and can serve up to twenty-eight concurrent calls per Picocell.

#### *5. Femtocells, microcells, and other coverage enhancing offerings*

##### **AT&T Response:**

AT&T offers 3G Microcell solution. The AT&T 3G Microcell is a consumer grade solution and can be purchased through Open Market procedures.

AT&T 3G MicroCell™ (femtocell) device is a small cellular base station that improves indoor signal performance. It connects to the AT&T network using an Ethernet port on the subscriber’s broadband modem or network router and is designed to support up to 4 simultaneous users. DSL/cable/fiber broadband service of at least 1.5 Mbps downstream/256 Kbps upstream. DSL/cable/fiber broadband service of at least 1.5 Mbps downstream/256 Kbps upstream. DSL/cable/fiber broadband service of at least 1.5 Mbps downstream/256 Kbps upstream.

## Key Features

- 3G Handset compatible –works with any AT&T 3G device
- Easy Setup –Connects to Ethernet port on DSL/cable modem or router; Minimum 1.5M/256k broadband Internet speed recommended
- Online Management –Activate and manage the 3G MicroCell online including an Approved User List for up to 10 authorized users
- Simultaneous sessions –Supports up to 4 users at once
- Enhanced coverage indoors –Coverage range is approximately 5,000 square feet or 40 feet in any direction
- Call Hand-over to Macro Network–Calls started on the 3G MicroCell can hand-over to the strongest available AT&T cell tower signal when leaving the 3G MicroCell coverage area
- Optional Unlimited MicroCell Calling Feature available

*7. Software licenses and support services that enable maintenance as well as encryption and security compliance services (including FIPS 140-2 compliance) for use with cellular phones.*

### **AT&T Response:**

BlackBerry Enterprise Server for BlackBerry devices and GOOD for iOS and Android devices, provide encryption and security enterprise server and licenses, which are FIPS 140-2 certified.

*7. Cellular connectivity to a Wide Area Network (WAN)*

### **AT&T Response:**

AT&T Commercial Connectivity Service (CCS) can extend an enterprise's existing WAN infrastructure into the cellular network. This extension of the enterprise WAN enables government entities to pursue application deployments which include mobile workers, hard-to-reach locations, and temporary locations. In addition, CCS also supports backup application scenarios that provide true path diversity when a customer's primary wireline application goes down. CCS offers the reliability, protection and flexibility that wireless enterprise applications require.

Key features of the CCS solution include:

- Network extension with the ability to utilize an enterprise's existing WAN infrastructure
- Variety of network connectivity options (AT&T MPLS based VPN services [AVPN, IPeFR], Internet, Internet VPN, Frame Relay)
- Flexible IP addressing options (public, private, dynamic, static, customer or AT&T provided)

- Customizable standards-based security enhancements (private IP, firewall options, access control, traffic isolation)
- Diversity options for enterprise connections and redundancy in AT&T radio and core network elements

AT&T Commercial Connectivity Solution is available for purchase on the AT&T GSA Schedule 70.

*Contractors may include in-building coverage solutions to address concentrated areas of users or weaknesses in coverage.*

### **AT&T Response:**

AT&T commits to working with individual Government entities to determine the best possible solution, to investigate and resolve any coverage issues that may impact users within buildings or a particular geographic area.

The comprehensive AT&T In-building Service Enhancement, at an additional charge, would accomplish this through the following process:

1. Provide comprehensive, detailed site assessments to determine the coverage needs of designated Government facilities. This baseline analysis would be the foundation for decision making and prioritization. Design and deploy an appropriate solution for the coverage and capacity needs of the site utilizing GSA provided drawings in electronic format (AutoCAD or PDF). Solutions would range from repeater-fed, passive/active Distributed Antenna Systems (DAS) to Radio Base Transceiver Station (BTS/Node B)-fed passive/active DAS. All current solutions are designed to support both 2G and 3G services with preparation for 4G/LTE where available.
2. Work with infrastructure and systems integration vendors to find innovative and cost-effective ways to enhance the reach of AT&T's networks for in-building applications.

AT&T's evaluation of coverage at the various sites will be for purposes of developing and recommending a solution as needed, with the understanding of property readiness preparation by the Government.

Following is a summary of the steps for AT&T's approach when engaged in an In Building Service Enhancement (ISE) project.

1. Floor Plans Provided for specific site
2. Conduct site survey to determine coverage needs
3. Review survey results and provide recommendation
4. Prepare System Design and Cost Estimate through infrastructure vendor
5. Evaluate Funding Options with the Government
6. Sign ISE Contract for specific site

## 7. Project Implementation

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### 2.5 SEDs Replacement/Refresh

#### 2.5.1 Warranty

*The Contractor shall state its warranty policy, which shall include a minimum of a 30 day SEDs return policy following receipt during which period the user may return the SED and obtain an equivalent replacement or refund without penalty.*

#### **AT&T Response:**

AT&T provides the Government the ability to return/exchange SEDs to the point of sale within 30 days of purchase. Reasons for return may be Buyer's Remorse and Dead-on-Arrival (DOA).

AT&T Mobility's Warranty Service program supports customers who are experiencing a device defect with their devices from 30 days to 12 months of the first-use date or 90 days for refurbished devices. Warranty replacement has a standard delivery of 4-6 business days, with the ability to shorten the shipping time for a nominal fee. Warranty exchanges can only be shipped to the United States, Puerto Rico, and U.S. Virgin Islands. They cannot be shipped internationally; this includes Canada, Mexico, or to a P.O. Box.

The shipping methods are:

- Standard shipping - Up to six business days, no charge.
- Priority shipping - One to two business days:
  - Priority shipping must be charged when shipping to Puerto Rico and the U.S. Virgin Islands; however, the delivery expectation is five to six business days.
  - Shipping company makes deliveries Monday through Friday by 7:00 p.m. local time.
  - No delivery on Sundays or holidays.

If the device has liquid or physical damage, it is considered out of warranty. If the device is determined to be out of warranty or is not sent to AT&T within 14 days of your receipt of the replacement device, then a processing fee may be assessed.

Once the malfunctioning device is received, it cannot be returned to you.

The warranty period that will apply to this replacement device will be either the warranty period that the user had with the purchase of your original device or 90 days from the receipt of the replacement device, whichever is longer. The user will receive a reconditioned refurbished base unit that will not include the back, battery, or any other removable parts (e.g., faceplate).

Bulk order warranty exchange processing to be handled by the Mobility Service Manager (qty > 5) via email, qty < 5 will be processed via the warranty exchange group who can be contacted via toll free [REDACTED]. Users who do not have the device available for troubleshooting, who



refuse to do the troubleshooting, or who refuse to download the latest software may not be provided with warranty exchanges by AT&T.

The following table indicates current policy of eligibility of devices under Warranty Exchange:

Eligible	Not Eligible
<ul style="list-style-type: none"> <li>▪ Devices that have defects that meet the manufacturer criteria for coverage.</li> <li>▪ Devices that are within one year warranty period.</li> <li>▪ Refurbished devices purchased from AT&amp;T are covered for 90-days from purchase date.</li> <li>▪ Devices that are AT&amp;T-branded (Includes data only devices and PC Cards).</li> <li>▪ Service must be active on the day return is processed.</li> <li>▪ All replacement devices received through an insurance claim are covered for the first 12- months from the replacement date.</li> <li>▪ Replacement devices received through a warranty claim are covered for 90-days or the remainder of original warranty period (whichever is longer).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Devices that have physical or liquid damage.</li> <li>▪ Devices that are beyond the original one-year warranty period or 90-day replacement period.</li> <li>▪ Devices that are not legacy Cingular or AT&amp;T-branded.</li> <li>▪ Legacy AT&amp;T Wireless (blue) devices.</li> <li>▪ Reseller customers.</li> <li>▪ Devices that are not in their original condition:</li> </ul> <p style="margin-left: 20px;">*No aftermarket faceplates, antennas, skins/tattoos, etc.</p> <p style="margin-left: 20px;">*Customer should remove all of these items and replace with the original faceplate, antenna, etc.</p>

## 2.5.2 Device Refresh

*The Contractor shall offer refresh SEDs after no more than 20 months of activation. An Ordering Entity may refresh SEDs with the device options and obligations of a new activation. For SEDs activated less than 20 months, the Contractor shall publish its method for determining the refresh price.*

### AT&T Response:

AT&T will exceed the requirement by providing refresh SEDs after 18 months of activation. For SEDs active less than 18 months, AT&T will provide the user with a discount from the retail price based on the number of months of active service completed of the 18 month SED refresh period. The administration of the upgrades prior to the 18 month refresh period must be facilitated by the AT&T Program Management team. Details of administration shall be published on a per Ordering Entity basis for the early upgrade price.

Additional details on the Program Management team can be found in the response to section 2.10 of the Management volume.

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## 2.6 Business Portal Interface

### 2.6.1 General Interface

*At no additional charge, the Contractor shall provide the electronic interface information and specifications to enable the Government or a portal provider to develop a secure electronic interface to the Contractor's business data. All contractor data required by this BPA shall be accessible via this interface. These interface specifications shall be provided within thirty (30) calendar days of BPA award with the interface fully operational and ready for government testing within ninety (90) calendar days of BPA award.*

*The testing will consist of the following:*

- 1. Confirmation to receive and submit information specified in Appendix A of the RFQ*
- 2. Confirmation of data accuracy*
- 3. Measure of latency between data entry and data updates*
- 4. The Contractor(s) will be notified in advance of the testing and will receive results of the testing.*

#### **AT&T Response:**

AT&T complies with the requirement to provide an electronic interface. At no additional charge, AT&T will provide the electronic interface information and specifications within 30 days of award, and provide an interface ready for government testing within 90 days of BPA award.

AT&T has extensive experience in interfacing our systems with Third Party Telecommunications Expense Management Systems (TEMS) providers. AT&T will work with the Government in validating the interface specifications, conducting system testing/validation and final implementation.

AT&T's system is comprised of 3 key components. These are Premier eBill, Premier Online Care (POC), and Premier Online Store (POS). In the sections below AT&T details how these components interface with the portal solution.

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### 2.6.2 Interface Format

*The interface format is defined below in **Table 2-1**.*

**Table 2-1 Interface Format**

<b>Interface</b>	<b>Transport</b>	<b>File Format</b>
Ordering, Reporting, and Support	<ul style="list-style-type: none"> <li>Internet using Secure File Transfer Protocol (SFTP) or an alternative secure, near real time information transfer mechanism.</li> <li>All acknowledgements and updates shall be via SFTP or an alternative secure, near real time information transfer mechanism.</li> </ul>	.xml Other formats as mutually agreed upon (e.g., text, .csv) at no additional cost to the Government

*Due to security reasons, the Government or the third-party Business Portal provider shall host the Secure FTP (SFTP) site unless mutually agreed upon otherwise. The Contractor shall poll this SFTP site at least four (4) times per hour to check for requests or updates. All data files and acknowledgements from the Contractor shall also be placed in this SFTP site.*

**AT&T Response:**

AT&T will comply with this requirement by supplying the following capabilities to support a carrier agnostic single web portal for program management functionality:

**Ordering (POS):**

Secured XML Purchase Order support over HTTPS web services, accessed either directly by a supported agency or via 3rd party portals, which allows for the following capabilities:

- Ordering of new service
- Upgrading of existing service
- Accessory Only purchases
- Porting of numbers from another carrier
- Activation of existing device
- All communications/ transfers of data between AT&T and the supported agency or 3rd party vendor would be via HTTPS web service to send purchase orders and support requests to AT&T for fulfillment. As AT&T will provide HTTPS Web Services that the agency system may use to send data directly to AT&T, polling by AT&T’s solution is not required.
- AT&T complies that all data files and acknowledgements from AT&T shall be placed in the Government controlled site.
- AT&T will support purchase orders that include individual line items such as a device SKU, accessories, plan, and feature information; as well as with a predefined package combination that may be customized at line item level for ease of ordering.
- Secured CommerceXML catalog file, customized for each agency including devices, accessories, features, plans, contracted price information, and promotion descriptions, as well as relationship information as is required to determine compatibility between the different products and services (e.g. which features work with which devices). The

cXML catalog file will be pushed to the customer's secure site on a scheduled basis. This will be used for providing information to be embedded in the agency's cXML purchase orders and Support changes, including unique SKU for each device, accessory, feature, and plan as is required by AT&T to fulfill the purchase order.

- Fulfillment information including order status changes and shipment information will be sent real-time to the supported agency or 3rd party portal via an XML message.
- AT&T requests that each purchase order will be for a single line of service (i.e. a one to one relationship between purchase order ID and transaction for a single line of service). "Bulk orders" against multiple lines of service would need to be parsed out by the agency or 3rd party vendor solution into individual purchase orders (one per line of service, each with unique purchase order ID) prior to sending to AT&T.

In addition to the cXML Purchase Order Support detailed above, AT&T offers the following B2B interfaces for automated ordering and order status feeds:

1. cXML or OCI "Punch-out" Integration

This interface is basically a 'single sign on' handshaking between a customer's procurement systems such as Ariba or custom applications. A customer's system will send an XML request to AT&T including login credentials and optional information to pre-populate in our ordering systems. AT&T then sends a single sign in response that the customer's procurement system can use to 'punch out' and open a web browser with the customer's ordering site loaded. After an order is placed, AT&T sends an XML response back to the customer's procurement system with detailed information about the submitted order. Order approvals are also optionally available.

2. Ariba Supplier Network

AT&T Premier Online Store is a certified Ariba Ready, Oracle Supply Network, Oracle Exchange Network, and Perfect Commerce supplier integrated with the Ariba Buyer Procurement solution via cXML and OCI punch-out. While this option contains the same capabilities as our cXML and OCI direct connections, customers can connect to these supplier tools with alternate ordering interfaces that Ariba and Oracle support, and the order will be translated to our platform as an end point.

3. EDI 850 Purchase Order Processing

Customers with EDI capabilities can submit an 850 purchase order for wireless service packages including devices, rate plans, and features. AT&T will process these orders by validating that the packages and devices are available to that customer, enter the order into the Premier Online Store, and send back a success or failure EDI response back to the customer. The transport that is currently supported is AS2 over https.

**Support Interface:**

- AT&T will provide the following secured XML over HTTPS web services interfaces to perform account and subscriber maintenance functions:
  - Reset Voicemail Password for a line of service

- Suspend/ Reinstate a line of service
- Rate Plan and Feature Changes to a line of service
- New Phone Number request for a line of service
- IMEI and ICCID Update for a line of service
- Subscriber Information Update – includes user name, address and User Defined Labels (for Agency Hierarchy Codes for example)
- Current Usage Inquiry for a line of service
- These support interfaces will feature an initial acknowledgement that AT&T has received the request as well as a status notification once the activity has been performed in AT&T downstream systems.
- AT&T requests that each support order will be for a single line of service (i.e. a one to one relationship between order ID and transaction for a single line of service). “Bulk requests” against multiple lines of service would need to be parsed out by the agency or 3rd party vendor system into individual support orders (one per line of service, each with unique order ID) prior to sending to AT&T.

### **Inventory and Usage Reporting:**

- AT&T will provide an Inventory Report and Rate Plan Summary Report per account as requested by the supported agency, to be provided as an XLS or CSV file attachment via secured XML and delivered to the agency’s site on a scheduled basis.
  - **Wireless User Inventory Report** - Per Foundation Account Number – For each wireless user, this report includes the foundation account number, billing account name, billing account number, wireless number, wireless user full name, wireless user status, status effective date, phone or device model, phone or device make, phone or device ID (IMEI), and any fields with user defined labels. It also includes wireless user activation date, contract start date, contract end date, phone or device effective date, service type (voice, data, integrated), smart chip (SIM) number, rate plan monthly recurring charge, and rate plan name.
  - **Rate Plan Summary Report** – Per Foundation Account Number - This report provides a summary of rate plan, data, and messaging usage and charges for each wireless user on the selected Foundation Account, averaged over the requested time period. This report may assist in analyzing the price plan needs of your managed wireless users, and identify overage issues. Rate Plan Summary voice usage and charges do not reflect Pooled Plan adjustments or credits. For each wireless user, the report includes foundation account number, billing account number, billing account name, wireless user status, wireless user status effective date, wireless user full name, wireless number, rate plan monthly recurring charge, rate plan name, monthly included daytime minutes, requested months of report data, average total voice usage (minutes), average data usage (Kbs), average text messaging (SMS) usage, average multimedia messaging (MMS) usage, zero usage, average voice usage overage, average data usage overage, average text messaging (SMS) usage overage, average multimedia messaging (MMS) usage overage, average voice usage overage charges, average data overage charges, average text messaging (SMS) usage overage charges,

average multimedia messaging (MMS) usage overage charges, average voice roaming usage, average voice roaming charges, average voice international usage, average voice international charges, average data roaming usage, average data roaming charges, average SMS roaming usage, average SMS roaming charges, average MMS roaming usage, and average MMS roaming charges.

### **eBill Reporting:**

- Automatic monthly creation and delivery of electronic bill data files for each Foundation Account Number is available via Premier eBill via the Data Delivery Portal (DDP). These reports will generate each month automatically when a new billing file is available and delivered to a supported agency or 3rd party-hosted SFTP server.
- A Raw Data Output File contains the raw billing data for the current invoice for a given Foundation Account Number.
- In addition to the Raw Data Output file, Premier eBill offers pre-defined reports can be customized and saved if variations of the report's default appearance and result sets are required. There are 34 different pre-defined Bill Analysis reports, divided into six categories:
  - Cost Center - Twelve reports that allow you to view results based on an organizational level through various "Cost Centers": geographic cost centers as defined by the wireless network based on the Wireless Number area code and prefix (also known as the NPA-NXX); User Defined Labels as defined by the account owner; and Custom Hierarchy as defined by the account owner.
  - Year-To-Date - Two reports that compare values across multiple billing periods, allowing you to view trends over time. The report output will include data based on a selectable start and end date range, in which billing periods that fall within the range for the selected billing entity(ies) will be returned. Year-To-Date reports will contain, at a maximum, the most recent 16 months of billing data. Based on the Billing Account history and eligibility for Premier eBill, there may be fewer than 16 months available.
  - Usage Detail - Five reports that view the actual wireless usage by devices on the account. Due to the nature of these reports, they often contain large amounts of data and tend to be very large.
  - Remittance Detail - Five reports that provide details on financial transactions and a break-down of charges summarized on the remittance document. They also may contain financial interactions between Billing Accounts and the applicable Foundation Account.
  - Other - Eight additional reports which vary in their content and nature. Some are intended to display details for specific types of billing offers or charges. The All Data Export reports provide a comprehensive list of all billing data for a particular level. They are designed to allow you to customize an extensive number of fields to create specific reports to meet needs not addressed by other reports. These include:

- All Data Export – Service Summary - This report is intended to be used as a template for creating customized reports. This report contains nearly all the fields available from any other report run at either the Wireless Number or Billing Account level.
- All Data Export – Usage Detail - This report is intended to be used as a template for creating customized reports. This report contains nearly all the fields available from any other report run at the usage detail level.
- Voice Pooling - This report contains information related specifically to pooling functionality. Only accounts that are enrolled in pooling of voice minutes will have relevant data populated on this report. The report includes all the statistics available regarding pooling: Pooling rate plan, Pooling used minutes and contributed minutes, minute overage / underage, allocated back minutes and adjustments related to pooling allocation. Each row on this report represents a Wireless Number.
- Data Pooling - This report contains information related specifically to pooling functionality. Only accounts that are enrolled in pooling of data usage will have relevant data populated on this report. The report includes all the statistics available regarding pooling: Pooling rate plan, Pooling used Kb and contributed Kb, Kb overage / underage, allocated back Kb and adjustments related to pooling allocation. Each row on this report represents a Wireless Number.
- Equipment Detail - This report contains itemized details of equipment purchase transactions that were billed to the Billing Account or Wireless Number. The data available includes the transaction number and date, equipment description, and details of the purchase such as tax, shipping, other amount tendered, quantity, and unit price. Each row represents one line item of the transaction.
- All Service Data – Non-Totaled - This report is intended to be used as a template for creating customized reports. This report contains many of the fields available from any other report run at either the Wireless Number or Billing Account level, but excludes fields that are “totals” of other fields.
- Rollover (Voice Only) - This report contains the rollover details for voice only usage by Wireless Number, or by Group at the Billing Account level for group plans with Rollover such as Family Talk, Business Talk, and Business Shared. When such a group plan with Rollover exists, the user should set-up a sub-total by Group Name to organize the report output with totals by each group. Rollover details include Previous Rollover Balance, Rollover Minutes Used, Unused Minutes Added to Rollover, Expired Rollover Minutes, Adjusted Rollover Minutes, and Ending Rollover Balance.
- Billing Account Directory - This report details the rate plans for voice and data services on each Billing Account or Wireless Number. Each row of the report represents a specific rate plan and presents the rate plan code, description, charges, and effective period.
  - Invoice - Two reports that provide an overview of charges on a specific invoice, either at the service level or the Foundation Account level.

*The minimum set of data elements to be supported is identified in Appendix A.*

## AT&T Response:

AT&T can support the mandatory data elements identified in Appendix A with the exception of WPS and Satellite usage, which are “as available” requirements (# 91-95).

AT&T will provide the Government a trouble tracking portal through a centralized process. The Government will be provided a log in and password to the web portal to submit a trouble ticket, capture user information and the type of trouble or problem. AT&T’s trouble ticket system will capture and display an online status page of the customers trouble ticket(s) based on the customer’s user ID. Details on the number and type of trouble tickets submitted each month will be provided via a summary report in PDF or XLS format each month to be provided to the Government. AT&T will employ manual processes via a centralized point of contact to track trouble tickets from inception to resolution.

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### 2.6.3 Ordering Interface

*The Contractor shall accept and store up to three flexible fields that originate from the Business Portal. One of the fields shall store the Agency Hierarchy Code (AHC), which may contain up to 28 characters. This special 28 character field may consist of just one field of 28 characters or it could be divided into seven (7) sub-fields of four (4) characters each.*

## AT&T Response:

AT&T can provide up to (4) User Defined Label Fields (UDL) that currently exist in the AT&T billing system and in the Premier Platform that would be utilized to satisfy this requirement. A UDL name can currently contain up to 40 characters. Therefore the Account Hierarchy Code could be one of the UDLs and satisfies the 28 character limit proposed by the Government.

*Orders shall also include feature additions and deletions, telephone number and International Mobile Equipment Identity (IMEI)/Electronic Serial Number (ESN) updates, and changes to all other attributes within a device database record. All orders shall include an acknowledgement when the order is successfully entered into the Contractor’s system. Shipping acknowledgements and order updates (if applicable) shall also be sent to the portal via the SFTP site.*

## AT&T Response:

AT&T will comply for all orders that originated in Premier Online Store.

*The Contractor shall immediately notify the Government via the Business Portal of any backordered SEDs and the expected delivery date. This backorder message shall also be included in order acknowledgments.*

## AT&T Response:

AT&T will comply. AT&T will provide order acknowledgements when an order has been received from either the XML purchase order, cXML punchout, or EDI Purchase Order processes. AT&T will also provide close to real-time status updates including shipment notification, status updates, and backorder information if order is placed through these interfaces.



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## 2.6.4 Support Interface

*The interface shall support the following commands being sent to the Contractor. The*

*Contractor shall state the target and maximum amount of time that the below commands shall take.*

*1. Activate and deactivate devices*

**AT&T Response:**

AT&T complies. The Premier Portal, via Premier Online Store (POS) supports Activation of new devices online and is completed within 4 hours. Deactivation of a device when changing out from one allowed device to another (device refresh) is supported. Complete deactivation of devices, to include service plan deactivation, is not allowed in Premier. The Government must contact the account team or call into National Business Services Select Care to deactivate service.

*2. Reset voicemail passwords*

**AT&T Response:**

AT&T complies. Real time password resets can be performed via Premier online portal.

*3. Suspend/resume a line of service*

**AT&T Response:**

AT&T complies. The suspension of lines is available through Premier Online Care and takes place within 24 hours; reinstatement of suspended lines is within 4 hours. Suspension/reinstatement, as well as cancellation of service can also be done in real time via other support resources like calling into National Business Services (NBS) Select Care, Mobility Maintenance Center, or in escalated situations by calling members of the extended account team.

*4. Kill a device (as available)*

**AT&T Response:**

The kill a device functionality is not available via Premier Portal; it is the responsibility of the agency/contractor [REDACTED] or other means. A Government user can “kill” (remotely disable device via cancellation) by contacting any available customer support resource, including NBS/Select Care, MMC, or any member of the extended account team.

*5. Wipe a device (as available)*

### AT&T Response:

The wipe of a device is not available via Premier Portal; it is the responsibility of the agency/contractor via [REDACTED] or other means. Remote data wipe is not a direct carrier controlled feature.

#### 6. Submit trouble tickets

### AT&T Response:

AT&T will provide the Government a trouble tracking portal through a centralized process. The Government will be provided a log in and password to the web portal to submit a trouble ticket, capture user information and the type of trouble or problem. AT&T's trouble ticket system will capture and display an online status page of the customers trouble ticket(s) based on the customer's user ID. Details on the number and type of trouble tickets submitted each month will be provided via a summary report in PDF or XLS format each month to be provided to the Government. AT&T will employ manual processes via a centralized point of contact to track trouble tickets from inception to resolution.

*The Contractor shall provide acknowledgements of all command completions, which shall be sent to the SFTP site. Trouble ticket updates shall also be added to the SFTP site.*

### AT&T Response:

The Premier Portal and APIs provides email or XML confirmations for completion of the commands as listed above: *Activations* (#1) and *Reset voicemail passwords and Suspend/resume a line of service* (command #'s, 2 and 3), but cannot provide acknowledgments for *Kill a device (as available)* and *Wipe a Device (as available)* (commands #4, and #5), since they are not currently available via the portal. *Trouble ticket updates* (command #6) will be provided via a summary report in PDF or XLS format each month. See response to trouble ticketing above.

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## 2.6.5 Usage Data and Notifications

*In addition to the above interfaces, the Contractor shall provide usage data information and excessive usage notifications (as available). This includes a summary of how many minutes and how much data has been used within an ongoing billing period to potentially provide an agency with an advanced indication that it may run over its allocated pooling minutes/GBs.*

### AT&T Response:

AT&T does not offer broad usage information or notifications real time. Direct notifications for users exceeding their voice minutes are not available in general. However, agencies can view a summation on a line by line basis for data and minutes used in that current period, but are not up to the minute due to reporting time delays between the system and the switch or foreign carriers.

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## 2.7 Billing

*Billing shall be prorated daily for the billing period and include both activated units and emergency units.*

### AT&T Response:

AT&T complies. All units are billed in arrears. Voice and data plans are prorated on a daily active service basis.

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### 2.7.1 Agency Billing Summary Report

*The Contractor shall provide an electronic billing summary by Agency to the Agency's office of the CIO, the Ordering Entity's acquisition office, and to the GSA CO each calendar month. This summary report shall contain the following information:*

1. Contractor name
2. BPA number
3. Account ID
4. Account name
5. Summary of each task order above the Simplified Acquisition Threshold, which is \$150,000 for FY2013 (see FAR 2.101), awarded or modified during the period, including a description of services and number of devices (GFE and SEDs) as well as awarded prices for each priced element
6. The total spend, broken down by billing code
7. Specifics shall include the following:
  - i. Quantity and total costs per each MRC
  - ii. Non-recurring charges
  - iii. Total usage charges by type (e.g., text messages, roaming, international, data overages)
  - iv. Any additional charges or fees (specify charges or fees)
  - v. Any taxes by type and jurisdiction
  - vi. Credits (specify credits)

### AT&T Response:

AT&T complies and will provide via the Program Management Team the electronic billing summary by Agency to the Agency's office of the CIO, the Ordering Entity's acquisition office, and to the GSA CO each calendar month. AT&T defines the Account ID as either the Billing Account Number (BAN) or Foundation Account Number (FAN). AT&T will provide a summary of each task order above the simplified acquisition threshold awarded or modified during the period, as required above.

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### 2.7.2 Invoice Address

*The Contractor shall send invoices directly to the address (electronic mail or postal/physical address) designated by the Ordering Entity. This address will be determined at the time the order is placed.*

### AT&T Response:

Invoices can be accessed electronically via eBill in the Premier Portal. Paperless/Online billing is the preferred method which includes an email alert when the new bill is available. AT&T, as a supporter of the Federal Paper Reduction Act, prefers all GSA FSSI contract users opt for paperless/online billing.

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## 2.7.3 Invoice Frequency

*All invoices shall be made available online and sent monthly within 15 calendar days following the invoice period. All Agencies shall be offered at least three different periods for the invoice period so that an agency's invoice end date could be the beginning of the month (1st – 10th), middle of the month (11th – 20th) or the end of the month (21st – 30th).*

### AT&T Response:

AT&T complies with the requirement to have bills available monthly. The agency can determine what time of the month the bill period will begin/end. Bill cycle cut dates will be aligned by Foundation Account Number, with bills being produced and made available within the 15 day desired window.

Note: Electronic bill view available within 5-7 business days in Premier eBill (paperless billing being preferred). Bill Ready alerts sent via email at time bill is posted.

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## 2.7.4 Billing Fraud or Excessive Usage

*The Contractor shall provide mechanisms to electronically notify the Ordering Entity of potential fraud or excessive usage in writing by the next business day after fraud has been identified.*

### AT&T Response:

AT&T will electronically notify the Ordering Entity by the next business day if potential fraud is identified. For example, orders placed through the ordering APIs or through the Premier Ordering Storefront that have been cancelled for suspected fraud will result in electronic notification to the Ordering Entity of the order cancellation. However, to protect our customers, the email will not identify the reason for cancellation as fraud. AT&T may suspect fraud when a suspicious payment method is used, unusual order behavior, the use of fraudulent shipping or billing addresses, and other proprietary metrics.

Excessive usage notifications are “as available” in section 2.6.5 – Usage Data Notification. Excessive usage notifications may be sent based on an individual’s subscribed plan and usage. The notifications reflect excessive usage at the line level. These notifications are sent to the Ordering Entity email address on file and via SMS to the end user. AT&T recommends end users access their voice and data usage online or by the method below, at no cost.



Check your remaining minute balance	<ol style="list-style-type: none"> <li>1. Dial *MIN# (*646#) from your wireless phone. Spanish speaking customers dial *USO# (*876#).</li> <li>2. Press the Send key.</li> <li>3. Within seconds, the minutes remaining are delivered via text message to your phone screen. These minutes will be broken down by type.</li> </ol>
Check your remaining data usage	<ol style="list-style-type: none"> <li>1. Dial *DATA# (*3282#) on your phone.</li> <li>2. Press the Send key.</li> <li>3. Within seconds, a breakdown of your remaining data usage will be delivered via text message to your phone screen. The remaining data usage will be broken down by type.</li> </ol>

AT&T will continue to work with the Ordering Entity to resolve potential fraud and excessive usage issues as they arise.

## 2.8 Device Recycling and Disposal

*Due to the sustainability initiatives within the Government, Contractors shall administer a device recycling and disposal process, if available, and identify if it meets the security specifications below. This includes whether the Contractor will accept devices from other Contractors or carriers. The Contractor shall propose the method that they will use to determine the amount that they will pay and how they will communicate the payment amount for used devices (if available).*

*A device recycling and disposal process shall include a process, in accordance with NIST SP800-124 Guidelines on Cell Phone and PDA Security §3.1.1 and §4.1.4 and NIST SP800-88 Guidelines for Media Sanitization, for completely erasing the memory of a device by completely overwriting it or expunging all data to keep the contents from being recovered and analyzed.*

*A device recycling and disposal process must demonstrate that all facilities engaged in device dismantling and recycling have been certified by an accredited, independent third-party auditor that they meet specific standards to safely recycle and manage electronics. The two standards recognized in this procurement are the Responsible Recycling (R2) Practices and the e-Stewards Standard.*

*If a device recycling and disposal process is provided, the Contractor shall maintain an auditable record of each item's final disposition status and deliver monthly disposition reports to each ordering Entity that enables each organization to meet the personal property management reporting requirements of Title 40 of United States Code and the Federal Management Regulation (41 CFR chapter 102). The disposition report should include the following:*

1. IMEI/ ESN
2. Model Number
3. Asset Tag Number
  
4. Service Status
5. Wipe Date
6. Disposition Status (reused, recycled)
7. Location (not applicable if device is destroyed)

**AT&T Response:**

AT&T does not offer a device recycling and disposal program.