

AT&T Business Continuity Solutions

AT&T Business Continuity

Prepared to respond quickly and support the continuity of your business

We prepare for the unpredictable. Our goal is to keep communications connected—or rapidly restore them—so that your business continues to run. We do this through:

- **Investing in continuity:** More than \$665M invested in the U.S. and internationally
- **A dedicated program:** Our Network Disaster Recovery (NDR) program is one of the largest, and most advanced of its kind
- **Readiness drills:** We conduct exercises and readiness drills each year—testing our equipment, our processes across all organizations, and our state-of-the-art technology
- **Vigilance:** We monitor and maintain our network 24/7 through our Global Network Operations Center

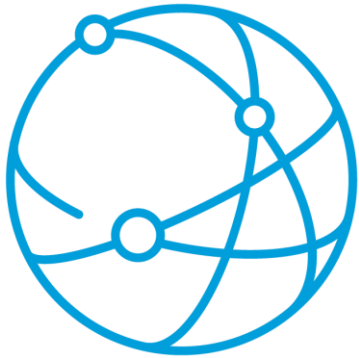
https://about.att.com/pages/disaster_relief/network_recovery



Teleworker

AT&T can help your business continuity plan to shift to “Work-From-Home” arrangements

Teleworker



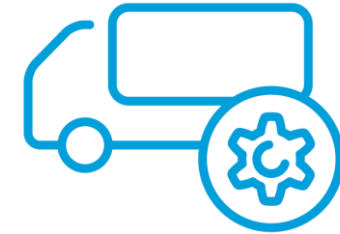
Enable Employees to work from remotely

COMMUNICATE & COLLABORATE



Communicate and collaborate more effectively across your organization

Mobilization



Mobilization of assets and employees for Field personnel

AT&T Solutions

- Smartphones, laptops, tablets and other devices
- FirstNet IoT Connectivity & SIM Management
- Dynamic Employee Remote Access VPN
- Mobile Device Management
- AT&T Wireless Broadband
- Mobility Remote Access

- AT&T Business Messaging
- Mobility Solutions
- Webex Meetings with AT&T
- AT&T Conferencing with Zoom
- AT&T Event Conferencing
- Box from AT&T

- Asset Tracking
- Fleet Management
- Professional Services
 - Staging and Kitting

Teleworker

AT&T can help your business continuity plan to shift to “Work-From-Home” arrangements



Stay connected with highly secure access to critical business applications and scale your bandwidth as needed for remote employees

Activity	AT&T Solution	
Smartphones, Tablets and other Devices	Mobility Solutions	Enable your Mobile workers with Voice, Text, Internet and Data devices and services to work anywhere, anytime.
FirstNet IoT connectivity & SIM management	IoT Control Center for FirstNet	Designed to deploy, manage and monitor and scale your connected devices and Machine to Machine (M2M) solutions. Control Center for FirstNet provides Primary User Public Safety Entities quality of service, priority and preemption (QPP). These unique features allow you to efficiently manage their devices, budgets and services.
Mobile Device Management	MobileIron from AT&T	Combines data-driven smartphone management with near real-time wireless cost control. A solution designed to offer Customers of any wireless service provider flexibility in applying security policies and procedures to the increasing number of mobile devices employees by end user in the enterprise.
Mobility Remove Access	Dynamic Employee Remote Access VPN	Designed to provide highly secure access to critical business applications regardless of location, access type or device across a unified global platform – the AT&T Global Network. Dynamic routing to AT&T VPN services via high-speed backbone infrastructure is based on industry leading switching products and Multiprotocol Label Switching (MPLS), offering you consistent feature functionality on a global basis.
Keep your critical business applications running	AT&T Wireless Broadband	Network alternative for business-critical applications, a quick deployment options for new and remote locations, and a diverse backup option.
Work and collaborate seamlessly between locations and devices	Mobility remote access	A reliable, highly secure link between remote employees and your core network.

Communicate and collaborate

AT&T can help your business continuity plan to prepare for, manage through, and recover

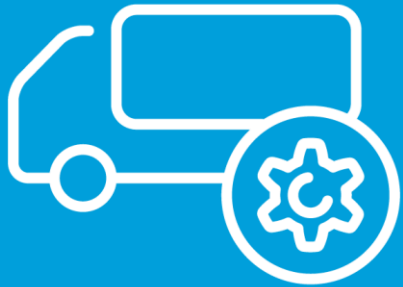


Communicate and collaborate more effectively across your organization

Activity	AT&T Solution	
Active emergency workforce alerts	AT&T Business Messaging	Messaging that provides near real-time confirmations with the structure you need (Push Notifications, Broadcast Messages and Customization)
Stay productive virtually anywhere	Mobility Solutions	Enhance your mobile workforce and help streamline operations
Prepare your teams to communicate and collaborate remotely	AT&T Office@Hand	Cloud-based voice and collaboration solutions. Webex offers video interoperability w/Cisco, Polycom, Microsoft, and other video endpoints.
	Webex Meetings with AT&T	
	AT&T Conferencing with Zoom	
	AT&T Event Conferencing	Global audio, web conferencing, and webcasting solutions
Secure Documentation sharing and storage	Box from AT&T	Enables you and authorized users or external collaborators to store and share content in a highly-secure cloud workspace, which can be accessed via smartphones, tablets, and computers connected to the Internet or other supported networks.

Mobilization

AT&T can help your business continuity plan to Mobilize your assets and employees



Mobilization of assets
for employees and field
personnel

Activity	AT&T Solution	
Asset Tracking	Asset Management Operations Center	Know where your assets are in near real time. Take control of your connected assets with a single dashboard that provides visibility, tracking, asset condition monitoring, activity management, and more.
Fleet Management	AT&T Fleet Management for Government	Single platform portal, powered by Geotab, provides insight into routes, usage, maintenance, and driver behavior. AT&T Fleet Management for Government also provides end-to-end security that has been approved by the Department of Homeland Security. We use AES256 for Data in Transit (DIT), Data at Rest (DAR), and over-the-air signed firmware updates. As a result, the AT&T solution is FIPS 140-2 and hosted with a FedRAMP certified cloud provider.
Professional Services	Professional Services	Full suite of Professional Services from consulting, planning, deploying, security assessments and managing solutions. Helps meet various use cases that may arise in COVID-19 prevention and response such as supporting government agency teleworking.



AT&T Business

Why AT&T and Network Disaster Recovery?

Communications are vital before, during and after any event

More than
\$650M
invested in the U.S. and another
\$15M
invested internationally

150+



Recovery Team
Members

AT&T monitors and maintains our network

24/7

through our
Global Network Operations Center



Experience with continuity—helping our customers, as well as public safety personnel on FirstNet, stay connected

150K

Working hours devoted to recovery exercises

Simply put, AT&T is experienced and is constantly perfecting our processes to respond at a moment's notice.

Data through 4Q19

AT&T alignment with industry standards

In 2015, AT&T became the first telecom service provider to be certified under the new International Business Continuity Management standard for the Voluntary Private Sector Preparedness Program



The new ISO standard is the logical successor to the previous standard and became the accepted Business Continuity Management standard worldwide.

This PS-Prep™ re-certification demonstrates that AT&T continues to be equipped to resume business operations and continue delivering services to its customers in the vital hours and days after a disaster strikes.

In the event of any disaster or other emergency, we will be able to quickly resume network traffic, field customer calls and queries, and service the communities in which we operate. PS-Prep is a partnership between the Department of Homeland Security and the private sector enabling private businesses to demonstrate their capabilities for planning for, responding to, and recovering from disasters and other emergencies.

We received our original certification for PS-Prep in 2012.

In addition to ISO 22301, the business continuity management program also is:

- Certified by CTIA as part of their Business Continuity/Disaster Recovery Program since 2004
- Aligned with the Disaster Recovery Institute International (DRII) Professional Practices since 2004
- Aligned with the National Incident Management System (NIMS) as suggested by the Department of Homeland Security (DHS) since 2004
- ISO 27001 certified for information security since 2010
- Aligned with the BCI Good Practice Guidelines since 2011