

AT&T Partner Exchange® Program Guide

(Effective January 3, 2022)

This AT&T Partner Exchange® Program Guide (“Program Guide”) describes the AT&T Partner Exchange resale program and the benefits, terms and conditions applicable to Solution Providers in the AT&T Partner Exchange. Services are to be sold in strict compliance with AT&T Co-branding Guidelines and are provided solely for the purpose of resale by a Solution Provider to an end-user business customer for its own internal use.* The Program Guide applies as part of the Master Resale Agreement (“Agreement”) entered into by a Solution Provider and AT&T, and any addendum thereto and includes any associated documents and attachments. Additional terms and conditions may apply to various aspects of the AT&T Partner Exchange resale program.

See the AT&T Partner Exchange portal (<https://partnerexchange.att.com/>) for additional information.

* With limited exception, a Solution Provider may be permitted, subject to AT&T’s sole discretion, to purchase certain AT&T products and services for consume for use by Solution Provider or resell to an entity other than an end-user business customer.

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AT&T Partner Exchange Program Overview




The program recognizes three membership tiers. All Solution Providers enter the program at the Gold tier with immediate benefits and the opportunity to move to a higher tier. Solution Providers must meet the Monthly Billed Revenue (MBR) requirement and operational metric targets identified in the program and complete required training to maintain their tier designation and access to additional Market Development Funds (MDF) based on the aggregate New Sales Revenue (NSR) and or Total Billed Revenue (TBR) they bring into the program.

NSR for wireline services will be calculated as the number of circuits multiplied by the rate card price or approved final price. TBR for mobility services will be calculated inclusive of taxes and fees.

AT&T Partner Exchange Program Badges

Solution Providers will have access to the use of the appropriate badge. Solution Providers must display the badge on their website and marketing materials, subject to AT&T's review.

AT&T Partner Exchange Program Tiers

	Platinum Elite This distinction comes with additional special pricing (available for certain products and services only) and benefits including access to additional MDF.
	Platinum Solution Providers must continue to achieve certain performance levels and satisfy other program requirements to maintain the Platinum designation.
	Gold Solution Providers new to the program enter at the Gold tier

Note: A complete list of the AT&T products and services covered by this program can be found in the Products section on the portal.

Description of Program Benefits

The **Benefits Table** below lists the benefits a Solution Provider can earn by tier.

Benefits Table

	Platinum Elite	Platinum	Gold
Resource Support			
Channel Account Manager (CAM)	✓	✓	at AT&T's discretion
Technical Sales Consultant (TSC)	✓	✓	at AT&T's discretion
Access to Marketing Support Team	✓	✓	at AT&T's discretion
Communications			
Ongoing Communications	✓	✓	✓
AT&T Partner Exchange Portal	✓	✓	✓
Marketing as a Service	✓	✓	✓
Self-Service Tool(s)	✓	✓	✓
Online Newsroom	✓	✓	✓
Invitation to the AT&T Partner Exchange Annual Event	Number of invites at AT&T's discretion	Number of invites at AT&T's discretion	Number of invites at AT&T's discretion
Financial			
Special Pricing Benefits ¹	5% discount	✓	✓
Rate Cards	✓	✓	✓
Deal Registration Discount ²	✓	✓	✓
Marketing			
Market Development Funds (MDF) ³	3X aggregate NSR and TBR from prior quarter, – up to \$15,000	2X aggregate NSR and TBR from prior quarter – up to \$10,000	<u>Existing SP</u> 1X aggregate NSR and TBR from prior quarter – up to \$10,000 <u>New SP⁴</u> Up to \$30,000
Marketing Programs & Tools	✓	✓	✓
AT&T Partner Exchange Program Badge and Co-branding Guidelines	Platinum Elite badge	Platinum badge	Gold badge
Sales			
Sales Information and Other Tools	✓	✓	✓
Quote and Order Systems	✓	✓	✓
Technical Support			
Escalation Support	✓	✓	✓
Training			
Web-Based Training	✓	✓	✓
On Demand Video Tutorials	✓	✓	✓

¹ Special Pricing benefits may not be available for all products or services.

² Deal Registration Discount benefits may not be available for all products or services. Subject to additional terms.

³ Subject to additional terms available at <https://attmtf.iqense.com/ATT/>. Expires at the end of the calendar year.

⁴ All New SPs will receive a total up to \$30,000 (\$15,000/quarter) for the first six months in the AT&T Partner Exchange Program.

Description of Program Benefits, continued

Solution Providers who participate in the program earn the benefits described in this section of the Program Guide.

Resource Support Benefits Overview

Channel Account Manager (CAM)

All Solution Providers may utilize the portal for sales, ordering, and support. Solution Providers also have access to CAMs to support the close of new business.

Technical Sales Consultant (TSC)

Platinum Elite and Platinum Solution Providers have access to TSCs (wireline and wireless) to provide guidance and insight into AT&T products and services, as well as technical initiatives and issues.

Access to Marketing Support

All Solution Providers are encouraged to access the portal for available marketing tools and templates to assist with marketing initiatives. All Solution Providers can utilize the Marketing Tools and Funds platform for easy access to marketing resources and requesting use of MDF.

Communications Benefits Overview

Ongoing Communications

Solution Providers receive ongoing communications about AT&T, AT&T products and services and promotions via the portal, newsletters, and emails. Solution Providers must maintain up-to-date contact information with the program.

AT&T Partner Exchange Portal

All Solution Providers have access to the AT&T Partner Exchange portal for program information, benefits, tools, resources, status and alerts.

Marketing as a Service

Marketing as a Service (MaaS) enables Solution Providers to purchase dedicated marketing help to create custom, integrated campaigns to drive demand for their services. Select providers* are trained on the Co-branding Guidelines and AT&T products and services to help guide the marketing strategy for Solution Providers. MDF may be used to reimburse Solution Providers for the purchase of MaaS services.

* Products and services are offered strictly by third-party providers, and any purchase of products or services is between the relevant Solution Provider and such providers. AT&T assumes no liability for services or products offered or sold by, or purchased from, such providers.

Self-Service Tool(s)

The AT&T Partner Exchange provides Solution Providers with multiple self-service tools, available for select AT&T products and services. These tools are delivered in a simplified format and help Solution Providers engage the Service Management team, check the status of orders 24x7, manage billing online and gain additional insight into maintenance activity at virtually any time.

Online Newsroom

The Newsroom is a communications center for Solution Providers to stay current on program news, resources and activities.

Invitation to AT&T Partner Exchange Annual Event

Platinum Elite and Platinum Solution Providers are invited to attend the annual AT&T Partner Exchange marquee event. Invitations for Gold Solution Providers is at the discretion of AT&T. The event is an opportunity for Solution Providers to network with their peers, gain access to the latest information regarding AT&T products and services, hear about trends and industry innovation, while having access to AT&T executives. Details of the event are publicized via the program's communication tools. The number of invitations given to each Solution Provider is at the sole discretion of AT&T.

Financial Benefits Overview

Solution Providers have access to market pricing benefits as well as additional financial benefits.

Special Pricing Benefits

AT&T Partner Exchange understands the importance of predictable and competitive pricing. Solution Providers receive discounts based on program tier. Not all offers qualify for tiered pricing. AT&T reserves the right to provide individual-case-basis pricing, as well as other special promotions, trials, pilots, etc., in its discretion. In the event of a system error, AT&T reserves the right to take corrective measures related to pricing issues.

Rate Cards

AT&T Partner Exchange Rate Cards for eligible AT&T products and services available in the program are kept up-to-date on the portal. For certain AT&T products and services, the rates may be included in the applicable pricing schedule. Quote requests for these AT&T products and services include rates based on the applicable Rate Card(s) or pricing schedule.

Deal Registration Discount

Solution Providers selling wireline services may receive a discount on applicable AT&T products and services by registering a deal with AT&T. The Solution Provider must submit an opportunity for deal registration for a unique End User Customer and an eligible product, provided that no other Solution Provider has registered the opportunity or provides that product to the End User Customer. Discounts are available on approved deals closed within 90 days of registration.

Marketing Benefits Overview

Solution Providers have access to marketing tools and resources to help position and market solutions offered through the program.

Market Development Funds (MDF)*

MDF is allocated to Solution Providers by tier and designed to reward those who bring NSR and TBR into the program, subject to the MDF Guidelines available at <https://partnerexchange.att.com/>. New Solution Providers are provided a one-time MDF award up to \$30,000 (\$15,000/quarter) which must be used before any other MDF award. After the first 2 quarters, this funding will expire and they will be assigned to their appropriate tier (Gold, Platinum, or Platinum Elite).

Existing Solution Providers who are successful in the Gold tier will earn MDF equal to their combined NSR and TBR in the prior quarter. Platinum Solution Providers earn a multiple of two times their NSR for the quarter up to \$10,000 and Platinum Elite Solution Providers earn three times their combined NSR and TBR for the quarter up to \$15,000. Unused MDF cannot be rolled over from one quarter to the next quarter. Specific activities are eligible for unique funding based on the business case submitted. These activities and related requirements are outlined in the MDF Guide.

*To receive development funds, Solution Providers must successfully complete the requirements described in the Requirements Table and the “Description of Program Requirements” section below. For more specific information and policies regarding MDF benefits, review the MDF Guidelines under the Marketing section on the portal.

Marketing Programs & Tools

The program provides a variety of sales and marketing tools, demand-stimulation materials, and messaging guides via the portal for use by Solution Providers as they deliver targeted marketing messages and information to prospects and customers. In addition, eligible Solution Providers may use MDF to assist with third party fees needed to create customized assets.

AT&T Partner Exchange Program Badges

The AT&T Partner Exchange program badges represent a Solution Provider’s status as a member. Use of the program badge is subject to compliance with the AT&T Partner Exchange Co-branding Guidelines. Program badges and guidelines can be found at <https://partnerexchange.att.com/>. Public Relations & Media Guidelines are also provided to help Solution Providers make the most of media opportunities.

AT&T Partner Exchange Marketing Tools and Development Funds Help Desk
Monday-Friday, 8:00 a.m. ET – 5:00 p.m. ET, excluding holidays
United States: Phone: 800-333-8676 | Email: ATTMTFSupport@360insights.com

Sales Benefits Overview

Sales Information and Other Tools

All Solution Providers have access to a comprehensive set of sales information and other tools to assist in offering AT&T’s products and services to their customers. This sales information and other tools can be found on the portal.

Quote and Order Systems

AT&T offers a portal to facilitate quoting, deal registration, and ordering for select AT&T products and services. These capabilities, if available, can also be accessed through APIs under a separate agreement.

Application Programming Interfaces (APIs)

Scale and automate sales and ordering with AT&T Partner Exchange APIs. Wireline and Mobility APIs in many instances enable SPs to qualify, price and order via near real-time connectivity and information from AT&T systems. APEX APIs are supported by an API onboarding and lifecycle team to help ensure Solution Providers’ success.

Technical Support Benefits Overview

Escalation Support

AT&T provides qualifying Solution Providers support via maintenance support centers based on the applicable AT&T product or service. AT&T also provides service escalation support, as appropriate, to help facilitate issue resolution. Solution Providers are required to provide Tier 1 level support to their End Users as described in the “Operations Requirements Overview” section below and elsewhere as AT&T may designate.

Training Benefits Overview

Solution Providers have access to AT&T Partner Exchange’s comprehensive training on its products and services to help ensure Solution Providers are positioned for success.

Web-Based Training

Solution Providers have access to selected training modules at no additional cost. The curriculum allows the students to progress at their own pace. Exams are located at the end of each module to test competency.

On-Demand Video Tutorials

The program offers a comprehensive library of on-demand, easy-to-access sales and operations video tutorials to quickly develop program proficiencies across the Solution Provider’s organization.

Description of Program Requirements

Solution Providers must adhere to or achieve the following, by program tier, as more fully described in the “Description of Program Requirements” section below:

Requirements Table

	Platinum Elite	Platinum	Gold
On-Boarding			
Sign Required Agreements	✓	✓	✓
Pass Credit Checks	✓	✓	✓
Provide Contacts for the Program	✓	✓	✓
Annual Business Plan	✓	✓	✓
Sales/Marketing			
Display AT&T Partner Exchange Program Badge on Solution Provider Website	✓	✓	✓
Comply with Co-branding Guidelines	✓	✓	✓
Resell to verified End User Customers only ¹	✓	✓	✓
Financial			
Minimum Monthly Billed Revenue (MBR) ²	\$125,000 each month	\$8,500 each month	\$1,000 each month ³
Upgrade to Higher Tier	first month after attaining \$125,000 MBR for three consecutive months	first month after attaining \$8,500 MBR for three consecutive months	N/A
Maintain Creditworthiness	✓	✓	✓
Maintain Current Billed Balances	✓	✓	✓
Operations			
Establish Tier 1 Network Operations Center	✓	✓	✓
Bill & Collect from End Users	✓	✓	✓
Maintain Tier 1 Compliance Rate	≥ 85%	≥ 80%	≥ 80%
Training			
Maintain one Professional tier certification	✓	✓	✓
Additional Requirements			
Comply with any Additional Requirements	✓	✓	✓

1 Subject to additional terms pursuant to the End User Customer Policy Guide available at <https://partnerexchange.att.com/>.

2 Monthly billed revenue includes recurring monthly charges after deducting applicable discounts and credits that AT&T provides Solution Provider for the any AT&T products and services, and excludes taxes, fees and other surcharges. For purposes of Annual

Validation, Solution Provider must meet the MBR target during each of the months of October, November and December of the prior year. In addition to the Financial Requirement, Solution Provider must also meet the Tier 1 Compliance Rate applicable to their tier.

3 Current Solution Providers in the program as of December 31, 2021 must attain the MBR before June 30, 2022. New Solution Providers to the program will have 6-months from the date they join the program to attain the MBR.

Description of Program Requirements, continued

This section describes the requirements Solution Providers must satisfy in order to progress through the program. See the **Requirements Table** above to determine which requirements Solution Providers must achieve by program tier.

On-Boarding Requirements Overview

Solution Providers new to the program must meet these on-boarding requirements before they begin selling AT&T's products and services.

Sign Required Agreements

All Solution Providers must execute a Non-Disclosure Agreement and a Master Resale Agreement. Additional contracting documents may be required.

Provide Primary, Accounts Payable, Admin and Technical Contacts

All Solution Providers must identify a primary contact, accounts payable contact, two administrative contacts and two technical support contacts to support the relationship with AT&T.

Credit Check(s)

All Solution Providers must pass a credit check prior to joining the program.

Annual Business Plan

Solution Providers are asked to complete an annual plan and update it on a quarterly basis. AT&T provides a template that can be found at <https://partnerexchange.att.com/>.

Sales and Marketing Requirements Overview

Comply with AT&T Partner Exchange Co-branding Guidelines

Solution Providers must include the appropriate AT&T Partner Exchange badge on their website or on other marketing materials as directed by AT&T or at the discretion of AT&T. Additionally, Solution Provider may be required to co-brand with AT&T's trademarks any communications or other materials, including but not limited to, signage, websites, or advertisements related to AT&T products and services purchased through the AT&T Partner Exchange program. Co-branding Guidelines can be found at <https://partnerexchange.att.com/>.

Verify End User Customers Are Valid Businesses in Accordance with the End User Customer Policy

Solution Providers are required to verify all End User Customers as valid businesses in accordance with the End User Customer Policy Guide available at <https://partnerexchange.att.com/>. Solution Providers may not resell AT&T products and services in the program to End User Customers for which Solution Provider does not have acceptable proof of a valid business (e.g., a Federal tax ID and/or a listing in Dunn & Bradstreet or similar business listing agency). With limited exception, Solution Provider, subject to AT&T's sole discretion, may be permitted to resell to an entity other than an end-user business customer.

Financial Requirements Overview

Minimum Monthly Billed Revenue (MBR) Billed Balance

Solution Providers new to the program enter at the Gold tier and, after at least one full calendar year in the program, are required to achieve a \$1,000 MBR at Annual Validation to remain in the Gold tier. Platinum Elite and Platinum Solution Providers are required to achieve an MBR amount as outlined in the **Requirements Table** above. MBR includes recurring monthly charges after deducting applicable discounts and credits that AT&T provides Solution Provider for AT&T products and services, and excludes taxes, fees and other surcharges. Solution Providers must also maintain creditworthiness.

See the “**AT&T Partner Exchange Program Tier Guidelines**” section below for more information about new Solution Providers’ financial requirements, the Annual Validation process and requesting off-cycle upgrades to a higher tier.

Billed Balance

Solution Provider must maintain a current balance on their accounts and not have balances overdue more than 60 days with the exception of disputed amounts and previously approved payment arrangements.

Operations Requirements Overview

Tier 1 Network Operations Center (NOC) (wireline/wireless)

Solution Providers are required to monitor AT&T network and IT related services resold to their customers on a 24x7 basis. Monitoring can either be performed in-house or outsourced to a third party.

Note: Solution Providers who sign the MSA and sell only AT&T wireless services in the program must provide a 24x7 call center for their End User Customers, either in-house or outsourced.

Billing, Collections, and Disputes

Billing. AT&T provides a detailed bill to Solution Providers for AT&T products and services ordered through the program. AT&T may, in its sole discretion, provide Solution Providers with a consolidated invoice for multiple Affiliates of a Solution Provider, multiple Service Components, and/or multiple End User Customers. Payment of the consolidated invoice is the sole responsibility of the Solution Provider.

Collections. The Solution Provider is solely responsible for managing all billing and collections activities with its End User Customers and payments due to AT&T. AT&T assumes no responsibility for billing and collections for, and will not accept payment directly from, End User Customers.

Solution Providers must meet reasonable requirements of AT&T with respect to banking and credit-related matters to ensure timely payment of receivables.

Disputes. Solution Provider must submit timely disputes, as indicated in the Master Resale Agreement or Master Resale Agreement – Mobile Services, by providing supporting documentation and information. Documentation must include items such as, but not limited to, detailed explanation of issue, account number, circuit/site information/CTN, dates, order details and/or tracking numbers, emails, contract(s), as applicable.

Denied disputes, may be appealed within a reasonable timeframe of up to 90 days from the original dispute denial. Appeals must include additional supporting information and be submitted once actionable items have been completed, if applicable.

End User Customer Agreements

Solution Providers are solely responsible for providing end user customer agreements for the AT&T products and services it resells to its End User Customers. AT&T does not provide template agreements for Solution Providers' use. As a reminder, AT&T's agreement(s) with Solution Provider is Confidential Information.

Tier 1 Compliance Rate

If a Solution Provider makes a contact with AT&T Partner Exchange which results in the AT&T Partner Exchange billing, service assurance or service delivery teams creating an internal case to track and resolve any issues arising directly or indirectly from the Solution Provider's interaction, Total Work Time ("TWT") will be determined by the aggregated amount of time spent by the AT&T Partner Exchange billing, service assurance or service delivery team to manage the internal case.

Solution Providers are required to perform Tier 1 Functions for their End User Customers and are responsible for achieving the Tier 1 Compliance rate metrics pursuant to the Requirements Table above. Tier 1 Compliance Rate is calculated by dividing the total Tier 1 Occurrence work time by Total Billed Revenue ("TBR"). The derived Total Work Time ratio ("TWT") is averaged amongst the Solution Provider tier (Platinum Elite & Platinum). If a Solution Provider's work time ratio exceeds the Tier 1 Compliance Rate objective (the average TWT for all Solution Providers within a Tier) by 15% for Platinum Elite & 20% for Platinum, then the Solution Provider will be deemed non-compliant. Tier 1 Occurrences are tickets submitted to the AT&T Partner Exchange Service Management team by the Solution Provider for resolution that are required to be serviced by the Solution Provider's Tier 1 support.

Tier 1 Occurrences are generated when a Solution Provider engages the AT&T Partner Exchange Service Management team (Service Assurance/Service Delivery/Billing Operations) and the resolution of that engagement is determined to fall within the following categories. This includes but is not limited to instances where the Solution Provider does not engage in the following:

- Validate power issues at the Customer premises
- Eliminate trouble with Customer Premises Equipment ("CPE")
- Verify Inside Wiring ("IW") issues at the Customer premises
- Coordinate site visits with local contacts
- Adhere to process or milestones
- Provide complete and accurate Required Data Set ("RDS")
- Utilize self-servicing tools

A tier 1 occurrence may also be triggered when a Solution Provider initiates duplicate cases for the same issue.

If a Solution Provider's TWT ratio exceeds the tier 1 compliance rate objectives by 15% for Platinum Elite and 20% for Platinum, AT&T will monitor the Solution Provider's tier 1 compliance for 12 months. If after 12 months of monitoring, the Solution Provider's TWT ratio does not meet the compliance rate objective, AT&T reserves the right, in its sole discretion, to immediately adjust and/or downgrade the Solution Provider's tier.

For additional details or information, refer to on-boarding materials available through the AT&T Partner Exchange Portal, i.e., AT&T Partner Exchange Service Assurance Success Kit, or contact your Channel Account Manager.

AT&T Training Requirements Overview

Each Solution Provider must maintain a minimum of one Professional level training certification (Network Services, Mobile Services, Service Delivery – Wireline, Service Delivery – Wireless, Billing Operations, or Service Assurance). This training is available on the portal at no additional charge. See the Certification Achievement Program Guide for additional details on certification attainment requirements.

Note: Solution Providers who earned professional training certifications prior to March 1, 2017 are not subject to this requirement provided that the certified employee(s) who completed the training remain with the Service Provider.

Additional Requirement(s) Overview

Solution Provider will take no action which is intended, or would reasonably be expected, to harm AT&T or its Affiliate's reputation, or that reflects unfavorably on the AT&T products and services, or which would reasonably be expected to lead to unwanted or unfavorable publicity. If AT&T determines in its sole discretion that Solution Provider has engaged in such activity, AT&T may without liability and upon notice to Solution Provider, terminate or suspend Solution Provider's membership in the program, including termination or suspension of all contracts, including but not limited to the Master Resale Agreement, the Mobile Services Addendum and any Pricing Schedules.

AT&T Partner Exchange Program Tier Guidelines

Solution Providers must meet the program requirements contained in this Program Guide and be in good standing in order to be eligible to continue receiving program benefits for the relevant tier.

New Solution Providers

Upon signing the required agreements, including the Master Resale Agreement, all new Solution Providers enter the program at the Gold tier. Solution Providers may resell AT&T products and services once they have completed the required training and have met the other initial requirements set forth in the **Requirements Table**.

New Solution Providers enter at the Gold tier and after at least one full calendar year in the program are reviewed at Annual Validation to determine if they have met the requirements to remain at the Gold tier. If they are eligible to remain in the Gold tier, the Solution Provider is notified and will maintain status in the Gold tier through the end of the year. If Solution Provider has not met the requirements to remain in the Gold tier, Solution Provider will be ineligible for Gold tier benefits and AT&T at its sole discretion may terminate Solution Provider from future participation in the program at any time upon 30 days' notice.

Annual Validation

Existing Solution Providers may be reviewed at the end of the calendar year to determine if they have met the Program Requirements to stay in their current tier or to advance to the next tier. During the year under review in each of the months of October, November and December, Platinum Elite Solution Providers must achieve \$125,000 in MBR, Platinum Solution Providers \$8,500 in MBR, and Gold Solution Providers \$1,000 in MBR. The Solution Provider retains that status until at least the first Annual Validation after a full calendar year in the Program. If a Solution Provider attains a new tier status, that status will be updated within 30 days. Pricing and other benefits are not retroactively applied to executed Pricing Schedules, any addenda thereto, or other previously ordered services.

If at Annual Validation Solution Provider has not met the Program Requirements to remain in their current tier, Solution Provider may be eligible for benefits in a lower tier. If so, the Solution Provider is notified and will maintain the lower status through the end of the year. Where a Gold Solution Provider has not met the requirements to remain in that tier, however, AT&T at its sole discretion may terminate Solution Provider from future participation in the program at any time upon 30 days' notice.

Upgrade to Higher Tier

Platinum and Gold Solution Providers may request, through their CAM, to be advanced to a higher tier if they become eligible before the next Annual Validation. Eligibility is based on the Solution Provider's adherence to the Program Requirements. If a Solution Provider is advanced, pricing and other benefits are not retroactively applied to executed Pricing Schedules, any addenda thereto, or other previously ordered AT&T products or services.

Program Changes and Reservation of Rights

AT&T reserves the right to alter or discontinue the program at any time, including this Program Guide, and, without limitation, any conditions, requirements or benefits contained herein. AT&T may revise the Program Guide at any time in its sole discretion, which revisions shall become effective on the day that is thirty (30) days after such changes were first made available on the AT&T Partner Exchange portal (or other locations as designated by AT&T), or such later date as is designated by AT&T. If Solution Provider disagrees with any change or modification, Solution Provider's sole remedy is to terminate participation in the program pursuant to the terms of the Master Resale Agreement. Additionally, if Solution Provider fails to meet the program requirements as set forth herein or does not maintain good standing in the program as determined by AT&T in its sole discretion, then AT&T reserves the right to suspend or terminate a Solution Provider from the program, including but not limited to, the Solution Provider's Master Resale Agreement, Mobile Services Addendum and applicable Pricing Schedules.