



Wireless Backup Order Form – McDonald’s Certified OTP3 Installation

The Wireless Backup service provides a high speed backup internet connection with the bandwidth capacity to sufficiently handle all of McDonald’s back office applications in the event of a primary broadband failure. Wireless Backup failover occurs automatically in the background and all McDonald’s back office internet application traffic will be routed over the Wireless Backup connection until the primary broadband is restored. Inbound access to the Owner/Operator port and public Wi-Fi, will not be available while Wireless Backup is engaged.

Pricing Information – Standard and Expedited Installation:

Certified OTP3 installation can only be performed by an OTP3 assigned to the store who has completed training and is certified to install Wireless Backup via the McDonald’s OTP program. This includes installation of the wireless modem within approximately 15-20 feet of the AT&T Wi-Fi cabinet using the standard wireless modem antenna kit. Expedited installation provides the option to request the equipment to arrive and installation be setup for the OTP3 to install the service more quickly than the standard installation timeframe.

AT&T Wireless Carrier	Verizon Wireless Carrier
Standard Installation ^{1,3} (Not Less than 5 Calendar Days from Order Receipt Date)	Standard Installation ^{1,3} (Not Less than 5 Calendar Days from Order Receipt Date)
\$740 – Retrofit Only, Self-Installation Not Allowed at New Stores or Rebuild	\$807 – Retrofit Only, Self-Installation Not Allowed at New Stores or Rebuild
Expedited Installation ^{1,2,3}	Expedited Installation ^{1,2,3}
Standard + \$213 (for 1-2 Bus. Days)	Standard + \$213 (for 1-2 Bus. Days)
Standard + \$23 (for 3-4 Bus. Days)	Standard + \$23 (for 3-4 Bus. Days)
Standard + \$362 (for Weekends / Nights)	Standard + \$362 (for Weekends / Nights)

¹ Installation and monthly fees for stores located outside the contiguous United States are 20% higher. A Retrofit is an installation where AWS service is already installed and a separate tech visit is required. A New Install is an installation where this service will be installed on the same tech visit as other AWS services.

² Expedited installation is dependent upon time of order receipt and shipping/AT&T Wi-Fi resource availability. For Expedited installations work with your AT&T Wi-Fi Account Team Representative for additional details.

³ Plus additional applicable taxes.

The expected lifespan for the CradlePoint modem is five (5) years and a hardware refresh or upgrade will be required after that lifespan has elapsed. The lifecycle measurement will be unaffected by hardware replacement as part of R&M replacement.



Questions? Call: **877-397-6900**
Please complete and fax all pages to: **512-519-6453**
Or email them to: **aws-orders@att.com**





Pricing Information – Monthly Recurring Charge:

The Wireless Backup service offers two wireless data providers. You will need to select which provider to use. Below are the provider options and some details of the data plans.

Provider Options	Provider Data Plan Information	Monthly Price
AT&T	<ul style="list-style-type: none"> - 1 GB data plan - Data pooled together nationally with other McDonald’s locations <ul style="list-style-type: none"> - No data overage charges for approved use through April 1, 2016 - No separate bill / Added to your existing AT&T Wi-Fi bill. - No account creation required - Upon installation, AT&T guarantees 6 Mbps download speed and 2 Mbps upload speed unless a performance waiver is agreed to by the store owner operator. 	\$14.50
Verizon	<ul style="list-style-type: none"> - 1 GB data plan - Data pooled together nationally with other McDonald’s locations <ul style="list-style-type: none"> - Data overage charges will be shared amongst all Verizon participants - Mobile data plan included on separate bill from Verizon - You will need to create your Verizon account separately - Upon installation, Verizon guarantees 7 Mbps download speed and 3 Mbps upload speed unless a performance waiver is agreed to by the store owner operator. 	<p>\$6*</p> <p>*Does not include the \$10 Verizon data plan billed by Verizon</p>

Instructions:

Please follow the instructions below for completing the Store Information for this form:

Step 1 Enter the National Store Number(s) where you would like AT&T Wi-Fi to install the Wireless Backup service.

Step 2 Select the data provider.

Step 3 Select the desired installation timeframe and expedite fee (if applicable). If none is selected AT&T Wi-Fi will assume the standard installation timeframe.



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Step 4 Select any known special installation requirements. Use the Other field to describe one not listed. You will be contacted by an AT&T Wi-Fi Account Team Representative to determine if there are any additional costs associated with the special installation requirements.

Step 5 Complete, sign and fax all pages of this form to 512-519-6453 or email them to: aws-orders@att.com

Step 6 If you selected Verizon as your data provider: Please email mcdonaldsowneroperator@verizonwireless.com and they will send you an automated sign up link for the service. If you need additional help or have questions please contact the Verizon Account Manager at:

Email: Jay.Maupin@vzw.com
Jay Maupin, Global Enterprise Manager, 312-339-8388

Step 7 Attach the account creation email with the AWS WBU order form

Store Information:

Store Number	Data Provider	Installation Timeframe	OTP3 Contact Information
	<input type="checkbox"/> AT&T <input type="checkbox"/> Verizon	<input type="checkbox"/> Standard <input type="checkbox"/> Expedited 1-2 Business Day <input type="checkbox"/> Expedited 3-4 Business Day <input type="checkbox"/> Expedited Weekend	Name: Email: Phone:
	<input type="checkbox"/> AT&T <input type="checkbox"/> Verizon	<input type="checkbox"/> Standard <input type="checkbox"/> Expedited 1-2 Business Day <input type="checkbox"/> Expedited 3-4 Business Day <input type="checkbox"/> Expedited Weekend	Name: Email: Phone:
	<input type="checkbox"/> AT&T <input type="checkbox"/> Verizon	<input type="checkbox"/> Standard <input type="checkbox"/> Expedited 1-2 Business Day <input type="checkbox"/> Expedited 3-4 Business Day <input type="checkbox"/> Expedited Weekend	Name: Email: Phone:

Terms:

I agree to pay AT&T Wi-Fi the Install Fee for the Wireless Backup Service (“WBU”) as well as the Monthly Recurring Charges (“MRC”) for each location listed in the Store Information section of this order form. The hardware and installation charges and the MRC for WBU will appear on my monthly invoice with the exception of the Verizon data plan, if selected, which is bill separately by Verizon. The charges do not include applicable taxes, regulatory fees and surcharges. By signing this form,



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I am agreeing to the legal terms contained within the Wi-Fi & Connectivity Master Agreement dated on December 30, 2011: <https://sof.wayport.net/McDonalds/SOF/LegalTerms.htm>

If applicable, I agree to obtain all required low voltage installation permits for the WBU service. I will be responsible for the costs associated with permitting and the special low voltage installation requirements. I will notify AT&T Wi-Fi when the permits have been obtained and the WBU installation is ready to proceed.

The WBU Success Guideline for Installs requires speed testing results of >= 6 Mbps download and >= 2 Mbps upload throughput. If the selected data provider is not able to achieve either throughput threshold AT&T Wi-Fi will notify me and I will have the option to keep the WBU service with the current speeds, cancel the WBU service or request AT&T Wi-Fi to perform a professional installation. If I choose cancellation I will not be charged for WBU and the equipment will be removed.

Periodically AT&T Wi-Fi and McDonald's will review WBU data plan settings, costs and fees. As a result of the review AT&T Wi-Fi may change the monthly recurring fees or charge a onetime fee as applicable with McDonald's approval. AT&T Wi-Fi will notify me at least 45 days prior to the effective date via email or written notice sent via US mail.

I acknowledge that forcing a failover to WBU to gain faster speeds is not allowed. I will be billed for and agree to pay for any WBU data plan overages not associated with a primary broadband failover or customary administrative WBU functions. My employees and I will not manually initiate a failover unless instructed to do so by the AT&T Wi-Fi NOC for normal troubleshooting purposes.

If I choose Verizon as my data provider, I understand that for AT&T Wi-Fi to proceed with installation I must create an account with Verizon. AT&T Wi-Fi cannot assist and is not responsible for any aspects of my Verizon account including account creation/changes, payment, billing maintenance/history, or cancellation.

I understand that AT&T Wi-Fi installation resources will only provide installation support to the certified OTP3 designated to the store and will not be responsible for providing installation support to other parties. Installation support

scheduling is detailed in the OTP3 self-installation guide. AT&T Wi-Fi will not support self-install requests that do not follow the scheduling process as detailed.

The AT&T Wi-Fi installation resource will make the determination that a WBU self-installation has passed or failed and, if failed, the reason(s) for failed installation.

Upon receipt of the WBU hardware, I or my OTP3 will inspect the WBU hardware for damage or missing hardware. If damaged or missing hardware is noted or suspected I or my OTP3 will notify the AT&T Wi-Fi Project Manager. If no such notice is provided within 2 business days after receipt it is presumed that the WBU hardware was delivered in good working condition and is fit for installation. AT&T Wi-Fi verifies functionality of the WBU hardware prior to shipping it for installation. If a self-installation fails due to damaged and or missing hardware that was not reported I agree to be billed and will pay for all required replacement WBU hardware, shipping costs and retrip charges as required to complete the WBU installation.

In the event of a failed self-installation, AT&T Wi-Fi is not liable for any costs, loss of revenue or the other damages incurred by me as a result of the failed WBU self-installation, regardless of the cause of the failure.

In the event the WBU self-installation is unable to be completed due to AT&T Wi-Fi's assessment that the OTP3 is unable to properly install the service I will have the choice to cancel the installation or have AT&T Wi-Fi complete a professional installation of the WBU service at additional cost. If I choose to cancel the installation I agree to return all WBU hardware within two (2) business days at my cost. If the WBU hardware is not returned I agree to be billed and pay for the WBU hardware.

In the event I elect to cancel the WBU Service after successful installation (other than for cause pursuant to the Legal Terms), I can do so by completing the service cancellation form found on <http://creative.att.com/McDonalds/>.

Disposition of existing Dial Backup service: If my store currently has Dial Backup service installed I have elected to cancel the Dial Backup service upon successful installation of WBU. It is my responsibility to review any phone line dependencies associated with Dial Backup.

Signature: _____

Printed Name: _____ Date: _____

Email: _____ Phone: _____



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