Push to Talk Plus (PTT+)
Quick Reference Guide

Overview

VZW's Push to Talk Plus (PTT+) application and service provides customers with the ability to communicate instantly with individuals and groups (i.e., family members, friends, team members, workers, clients, etc.) over our networks (**4G LTE and 3G**) as well as **over Wi-Fi**. With interoperability, legacy PTT and PTT+ customers can seamlessly communicate with each other.

PTT+ is designed for our mobile Small/Medium Business (SMB), Enterprise, Government and Consumer customers who require instant communication with just the push of a button.

For additional details, refer to the Push to Talk Plus (PTT+) OST and these videos: Verizon Push To Talk Plus Overview and Verizon Push to Talk Plus: Get More Done Faster. Also, see the PTT+ Download and Activation process.

PTT+ Enhancements
■ Works over 4G, 3G (eHRPD) or Wi-Fi (device dependent)
■ Works on PTT+ capable 3G and 4G devices
■ Expanded contacts on devices
■ Late Join/Rejoin feature
■ Prioritize PTT+ conversations on group call (Talker Priority feature)
■ Up to 250 participants on a group call.
■ Customers can use self-serve to add the PTT+ feature.
■ Online Contact Management allows web contact and group management. With Online Contact Management, customers or administrators can manage contacts and/or groups.
■ Full PTT+ interoperability allows PTT and PTT+ customers to communicate with each other.

PTT+ Devices

Available on popular 4G LTE devices (see Equipment Guide for a complete list):

■ The Brigadier™ by Kyocera (shown at right) has specific PTT enhancements including faster setup times, improved in-call latency and mediated data (unlimited PTT does not count against data plan)

■ Samsung Galaxy S6 / S6 Edge / 5 / S4 / S4 Mini / Note

■ Motorola Droid Razr, Droid Razr Maxx, Droid Razr HD, Droid Razr HD Maxx, Droid Ultra, Droid Maxx, Droid Mini

■ Apple iPhone 5C / 5S / 6 / 6 Plus

■ Now available on a 3G basic device – the Kyocera Dura XV+

PTT+ Features and Benefits

■ **Voice**: PTT+ provides superior voice quality

■ **Wi-Fi Support:** Leverage Wi-Fi access points (e.g., home network, enterprise, or public hot spots). Note: Not available on Dura XV+ basic device.

■ **Call-Me Alerts:** Send a "Call Me" alert even when a PTT user's presence is set to "Do Not Disturb"

■ **Talk Group Late Join / Rejoin:** Join an on-going talk group call anytime

■ **Talker Priority (Initiator Override):** Initiator can override a talk group call when necessary

■ **Large Call Groups:** Up to 250 participants

LEARNING & DEVELOPMENT
Impact | Transform | Elevate

Push to Talk Plus (PTT+)
Quick Reference Guide

Pricing

The PTT+ app is available to eligible customers for $5.00 a month in addition to their price plan.

Smartphones:

Representatives will add the PTT+ SFO feature code to eligible customers' price plans:

- 80599 - PTT PLUS BASIC 4G CONSUMER
- 80598 - PTT PLUS BASIC 4G ENTERPRISE

For customers using the Brigadier by Kyocera, the following SFOs must be used:

- 80590 - PTT PLUS ENTITLED 4G CONSUMER
- 80596 - PTT PLUS ENTITLED 4G ENTERPRISE

Feature phones, such as the Kyocera Dura XV+:

- 82877 – PTT PLUS 3G CONSUMER $5
- 82878 – PTT PLUS 3G ENTERPRISE $5

Customer Eligibility

PTT+ service for Consumers and SMB under 5 lines:

- Select one:
    - PTT+ 4G *or* 3G feature code
- Select one:
    - PTT+ 4G LTE device *or* PTT+ 3G Basic device

Enterprise PTT+ service for Business Customers:

- Must be associated with ECPD ID

Note: Government customers can purchase the standard $5 PTT+ feature if standard pricing for PTT is within their contract. Government customers who have non-standard PTT within their contracts must follow the BAU non-standard process.

Registration Process

Representative's Actions:

1. Provide appropriate PTT+ disclosures to customer in order to set expectations.
2. Selects the appropriate PTT+ feature code. Refer to downloading PTT+ process.
3. For a smartphone, feature code selection generates an SMS to the customer via One Message. For a basic phone, an email.

Note: The SMS is device driven:

VZW FREE MSG: Welcome to Verizon's Push To Talk Plus service. Download the app here. Data rates apply.

Customer's Actions (smartphone):

1. Selects the URL link in the SMS to be directed to the respective app store to download the PTT+ app.
2. Selects **Install,** reads and agrees to the terms and conditions by selecting **Accept and Download**.
3. Selects **Open** once the download is complete.

Note: For instructions on how to use PTT+, refer to the OST.

Customer's Actions (basic phone):

1. Select **Menu** key.
2. Select **Apps** icon.
3. Select the **PTT+ App** smart link.
4. Follow the instructions to install PTT+.

LEARNING & DEVELOPMENT
Impact | Transform | Elevate

Push to Talk Plus (PTT+)
Quick Reference Guide

PTT Service Comparison

Feature	PTT	PTT+
Group Call Size	**50**	**250**
Ad Hoc Group Size	**25**	**10**
Contacts on Phone	**500**	**1300**
Contact Management on Phone		✔
Contact Management via the Enterprise Portal		✔
PTT Coverage Area	**1X 3G**	**4G LTE 3G (eHRPD)* Wi-Fi**
Late Join/Re-join		✔
Talker Priority		✔
User Priority / Pre-emption		✔

*eHRPD refers to a 4G LTE capable device in an area with poor LTE coverage will drop down to use the 3G.

What the Competition Offers

Our competition offers similar features, however they cannot compete with our network.

Feature	AT&T	Sprint
Group Call Size	**250**	**220**
Ad Hoc Group Size	**25**	**Not published**
Contact Management on Phone	✔	✔
Contact Management via the Enterprise Portal	✔	✔
PTT over 4G LTE	✔	✔
PTT over Wi-Fi	✔	✔
Backwards Compatible	✔	✔
Late Join to Group Call	✔	✔
Talker Priority on Group Call	✔	✔
User Priority / Pre-emption	✔	✔
3G Basic Device		✔

Bill Face Updates

Changes to the bill now reflect that PTT is a data service.

Updates:

- ■ PTT has been removed from the Usage and Purchase Charges section of the bill.
- ■ References to "minutes" have been removed.
- ■ PTT can now be found under the Monthly Charges portion of a customer's bill (see example below).

LEARNING & DEVELOPMENT
Impact | Transform | Elevate