

VENDOR NAME: AT&T Corp.**SERVICE/PRODUCT NAME: Voice over IP (VoIP) : IP Toll-Free Service****SERVICE/PRODUCT DESCRIPTION:**

AT&T IP Toll-Free is an inbound VoIP calling service that provides toll-free service on an IP network. This service lets your domestic customers use a toll-free number to reach your U.S. locations. AT&T IP Toll-Free is similar to a traditional toll-free service, but your voice and data traffic travels on the same IP service.

IP Toll-Free lets you migrate from traditional nodal voice service to IP at your own pace without interrupting your toll-free or call center applications. It works with your traditional toll-free service to enable your voice traffic to route seamlessly between IP and nodal terminations. We support IP Toll-Free on both Managed Internet Service (MIS) and MPLS Private Network Transport (MPLS PNT) so you can choose a solution that fits your strategy on convergence.

You can support your toll-free applications with multiple call center sites, which can be a mix of switched and dedicated access and a mix of nodal and IP terminations. You have the ability to migrate and integrate your services on your schedule, as your business needs grow and change. See Figure 1.

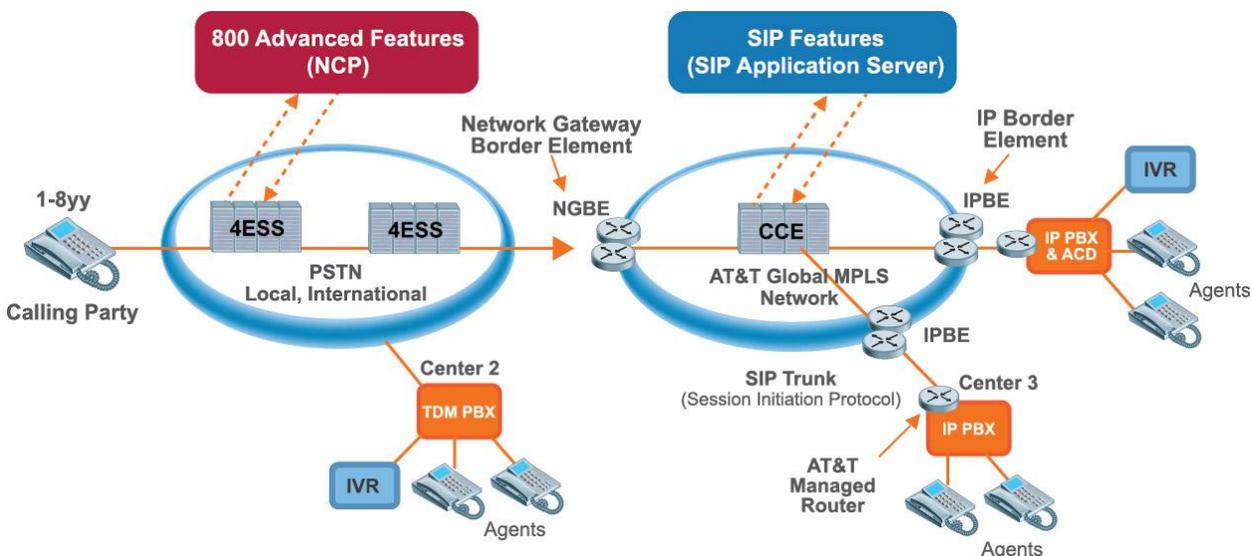


Figure 1: AT&T IP Toll-Free Service Network Diagram

With voice and data service on one network, you need fewer network, operations, and maintenance resources. As a result, you lower your operational expenditures. IP Toll-Free's consolidated infrastructure can also reduce the need for you to invest in new nodal equipment. So, as you migrate your voice service to IP, you can reduce capital outlays and control costs.

IP Toll-Free supports both traditional digital private branch exchanges (PBXs) as well as AT&T-certified IP PBXs. And, it supports most of AT&T's Toll-Free Advanced Features. Advanced Features remain consistent as you migrate from Time Division Multiplexing (TDM) to IP. IP Toll-Free works with U.S. Off Net Outbound Calling and International Off Net Outbound Calling, which you order independently of IP Toll-Free service.

IP Toll-Free converts voice traffic to data packets so you can use your MIS or MPLS PNT connection for data, voice, and fax traffic. We provision VoIP on your managed MIS or MPLS PNT service and install an

AT&T managed router at your location. We connect your digital PBX or IP PBX to the router and transport calls over the IP access to the AT&T MPLS network. IP Toll-Free calls always originate in the PSTN network. Advanced Feature processing is completed in our 4E network, as with traditional toll-free. If the call's destination is an IP end point, the call then travels from our 4E switch in our IP/MPLS network for routing to your IP site. Our VoIP network infrastructure, including call control elements (CCEs), IP border elements, routing engines, and application servers, manages the VoIP calling activities and provides security for your calls.

The solution offers many features and benefits.

AT&T IP Toll-Free gives you these features:

- **Web-based management tools**—Our AT&T BusinessDirect® portal provides electronic servicing and network management tools for your IP Toll-Free service. You can view bills online and issue and track trouble tickets. You also get access to reports on your VoIP network performance, call handling, and call quality. As a result, you can more efficiently monitor and manage your service.
- **MPLS technology**—IP Toll-Free employs MPLS with Class of Service (COS) technology to transport voice calls over our IP network. COS allows you to classify traffic based on applications and your bandwidth and latency needs. By classifying traffic, you can segregate and prioritize critical applications and control how your bandwidth is used. Our private, MPLS-based VoIP network is designed to support your voice and data needs now and in the future.
- **Converged network**—Our converged networks simplify the maintenance, management, and control of your services. IP Toll-Free provides streamlined support and tools to serve both voice and data services. With simplified processes and tools for maintenance, routing, and reporting, you can more easily manage your network.
- **Technical support**—AT&T's Customer Care team monitors and maintains your AT&T IP Toll-Free service and customer premises equipment on a 24x7 basis. Our technical support includes maintaining and monitoring routers, modems, and AT&T-provided CSU/DSUs (channel service units/data service units). We also provide fault monitoring for the VoIP network elements and IP access routers. With IP Toll-Free, you can count on technical support and service when you need it.
- **Secure VoIP infrastructure**—Our redundant and survivable IP/MPLS network prevents denial of service or deterioration of VoIP services, helps ensure confidentiality and privacy, and helps protect system functions from corruption. With the multi-layered security of our VoIP infrastructure, your IP Toll-Free service provides end-to-end voice and data integrity and privacy.
- **Service assurance policy**—We provide two types of service agreements—Never Miss a Call® service and No Miss Installation service (for service in the U.S. and Canada only). Never Miss a Call® service provides alternate call handling in case of service interruption. No Miss Installation service provides alternate call handling or free installation if we miss the service installation due date. These agreements give you peace of mind that your IP Toll-Free service will always be available.

The solution includes several components.

AT&T IP Toll-Free uses these components:

- **Network access**—provides access to the data network via your MIS or MPLS PNT service.
- **Managed customer premises router**—performs the necessary class of service markings and queuing capabilities. If using a traditional digital PBX, the router requires an internal IP voice module card to connect IP calls to your PBX.
- **Diagnostic modem**—connects to a separate access facility, and we use it to quickly isolate and correct any problems on the router or the access facility.

- **Channel Service Unit/Data Service Unit (CSU/DSU)**—connects the router to the network access circuit.
- **PBX or Interactive Voice Recognition (IVR)**—terminates calls on customer premises.

The solution gives you several options.

The following options are available with AT&T IP Toll-Free:

- **Toll-Free Advanced Features: Redirection**—enables you to redirect toll-free calls to alternate answering locations. Pre-answer redirection features work before you answer the call by, for example, directing a call to a secondary location when a primary location is unavailable. The post-answer Transfer Connect feature (domestic toll-free only) lets you transfer calls to another AT&T toll-free number.

Redirection features also include Calling Party Number (CPN) and Dialed Number Identification Service (DNIS) digits, which provide customer termination information.

- **Toll-Free Advanced Features: Routing**—routes calls to different locations or different arrangements at the same location based on specified parameters (such as time of day, day of week, or area code/originating country). The routing feature lets you use your company resources more wisely by automatically directing calls to the proper resources. Your employees spend less time on the phone directing callers and more time giving callers the information they want.
- **Toll-Free Advanced Features: Announcement**—guides your callers, allowing them to reach the correct department or hear important information by following the prompts. You can use the generic announcements or customize them. Callers will appreciate getting the information they want or easily reaching the correct department or person.
- **Toll-Free Advanced Features: Control**—allows you to store and activate routing plans for back-up or disaster recovery and make real-time changes to your feature parameters. Using control features, you can meet special staffing and resource management needs or respond to peak business activity periods at different times of day, on certain days of the week, or different times of the year.
- **IP Transfer Connect**—allows you to activate pre- and post-answer transfers to any other AT&T IP Toll-Free or nodal toll-free site. IP Redirect provides pre-answer call transfer using criteria that you define. IP Courtesy Transfer provides post-answer basic transfers via out-of-band signaling.

IP Transfer Connect uses speed dial codes to perform these network-based transfers. The transfers help you reduce costs and complete more transactions by efficiently moving toll-free callers to the appropriate agents, departments, or locations without asking callers to redial.

- **IP InfoPack**—displays call information to a person receiving a forwarded call. You can use IP InfoPack as a standalone feature on a termination or with the data forwarding option of IP Transfer Connect. IP InfoPack will display the following data, in any combination you select: billing number; calling party number; originating line information; and user-to-user information. In order to receive the information for a forwarded call, the recipient of the transfer must also subscribe to IP InfoPack.

AT&T BusinessDirect®

AT&T BusinessDirect® is a suite of online tools that you can use 24x7 to efficiently manage your AT&T account and your contracted services. With its XML interface and electronic bonding (eBonding) capabilities, the BusinessDirect portal can automate many tasks by enabling your internal systems to interact directly with ours.

As a result, you can

- **Save time**—Manage your AT&T services conveniently and securely anytime, and minimize the need to make phone calls and to wait for return calls.
- **Improve transaction accuracy**—Reduce or eliminate data entry errors.
- **Reduce costs**—Increase efficiency and productivity by redirecting your resources more effectively.

In addition to an intuitive, easy-to-use interface, the tools provide

- **Extensive online support**—The site includes traditional help functions, FAQs, a technical glossary, videos, tutorials, and archived virtual seminars.
- **Industry-standard security**—We use Secure Socket Layer (SSL) encryption and validate every transaction to protect your information. In addition, we house the servers in state-of-the-art data centers and maintain a mirror-image production site for disaster recovery.
- **Alerts**—Occasional, non-promotional messages will alert you to important information such as planned system maintenance activities.

Depending on your contracted services, your BusinessDirect tools may include

- **eOrder**—Submit and track service orders and help us process your orders faster.
- **eMaintenance**—Place and track trouble reports, view your inventory, test circuits, and re-route toll-free calls.
- **eBill**—Pay your bill and handle all of your other billing tasks.
- **BusinessDirect Map**—Monitor and manage your network using an intuitive map interface.

We offer many other tools via BusinessDirect. Upon request, we can provide you with complete information about the tools available for your contracted services.

Approved CPE (IP PBXs and TDM PBX)

AT&T Labs certification testing required (numerous manufacturers and systems approved) - please check with your AT&T Account Manager for status.

SERVICE LEVELS:

Installation Intervals

Individual Case Basis – 60 to 90 days

Service Level Agreements (SLA)

SLA documentation can be found at
<http://serviceguidenew.att.com/>

SERVICE AVAILABILITY/LIMITATIONS:

Individual Case Basis

