



**A Portfolio
of AT&T
Voice
Solutions**



World-Class Voice Networking. Delivered.

Keeping Your Business Moving Forward

Voice communication is the lifeline of business. AT&T offers the dependable and innovative voice services you require, with the customer support you expect.

Our advanced global network provides the ideal platform to deploy and support your voice solutions, no matter how complex. Our experience and record of innovation help ensure that your voice applications will deliver the business value you demand.

AT&T voice solutions include nationwide, worldwide, direct-dial, even full-featured, global toll-free, all powered by one of the most extensive networking infrastructures in the world. Our comprehensive range of offerings help you simplify the way you buy and use voice services. And, by helping you operate your own business processes smoothly and more cost-effectively, AT&T voice services help keep your customers satisfied.

AT&T offers powerful voice networking solutions to support:

- U.S. Local Voice
- Long Distance Voice
- Toll-Free/Inbound Voice
- International and Global Voice
- Teleconferencing
- Corporate Calling Card
- Integrated Offers
- Centrex (13 U.S. States)



U.S. Local Voice

AT&T U.S. Local Voice Service offerings are dependable, feature-rich solutions designed to meet the demanding needs of your business. Whether you're focused on heavy inbound calling or simply reliable, cost-effective local service, AT&T has the right offer for you.

AT&T offers a greater breadth of capabilities across the national footprint than any other single provider. This enables AT&T to design, deploy, and manage a comprehensive local solution tailored to your specific requirements. Compelling benefits include single provider accountability, reduced complexity, and greater concentration of traffic volumes rolling up to discount structures. The AT&T fiber optic backbone network, with dual nodes and SONET architecture, utilizes the most advanced communications technology in the world providing superior quality with 99.9% reliability on local and long distance calls.

Our broad portfolio of U.S. local voice service solutions opens the way for you to support almost any application in any size location.

U.S. Local Voice Services solutions include:

Switched

- Full inbound and outbound U.S. local calling service, as well as local calling features, for small and medium businesses or locations with analog phone systems

Dedicated

- Fractional configurations for locations with digital phone systems and modest call volumes
- Higher-volume configurations for headquarters, larger locations and call centers, providing digital local voice service over dedicated T1 lines, with Direct Inward Dialing, Direct Outward Dialing and trunks that combine the two
- Configurations for locations requiring integrated voice, switched data and video applications
- High speed configurations for specialized applications like call centers and sites with high volumes of U.S. local traffic

U.S. Local Voice also provides the following benefits:

- **Business Continuity** – Multiple redundancy and back-up options are available for your critical applications that can help protect your overall business operations
- **Lower Access Costs** – Aggregate your telecommunications services (AT&T Local, LD and International) via AT&T's access technologies to significantly reduce your overall access costs
- **Fast, Easy Deployments** – Rigorous and uniform provisioning processes get your services up and running on time

If your voice network demands reliability, world-class technology and highly responsive service, look no further than AT&T

- AT&T routes 340 million calls of LD Voice traffic on an average business day
- AT&T operates one of the world's largest international voice networks carrying over 18 billion minutes per year
- AT&T provides a global reach to over 240+ countries, the greatest in the industry
- The AT&T Corporate Calling Card provides coverage to over 270 countries from more than 150 countries worldwide
- AT&T offers award-winning Long Distance services and features, a world-wide network to support your international activities and a state-of-the-art Network Operations Center that monitors and manages our networks 24x7





Long Distance Voice

Because so much mission-critical business communication depends on your voice network, it's good business sense to use the best. AT&T is the innovative business communications provider with the depth of experience to provide the long distance services your business needs. Whether your enterprise is looking for cast-iron reliability or a solution that helps ensure flexibility for technology growth, AT&T is the partner of choice. AT&T offers award-winning long distance services and features that provide dependable and fully customizable solutions. AT&T's long distance outbound voice calling completes U.S. calls via the AT&T network.

- 24-hour end-to-end network monitoring and disaster avoidance provide an exceptional 99.99% uptime
- Long distance calling is backed by centrally managed customer service operations
- Crisp, fast connections over the advanced, self-healing AT&T fiber optic network
- Our state of the art Global Network Operations Center monitors and manages our networks 24x7 and provides worldwide sales support

Voice communication continues to dominate in the business world, and AT&T has the right outbound dialing solutions for your enterprise. Switched to Dedicated and Interstate, Intrastate and Intralata. All can be combined to create your own customized network.

"Working with AT&T will provide us with the service and technical expertise needed to remain in touch with our multiple locations and customers," said Mark Woolery, communications director for Tekni-Plex, Inc. "AT&T's voice solutions will enable us to maintain seamless and reliable communication that will improve our overall coordination in creating and delivering our products."

Toll-Free/ Inbound Voice

AT&T offers a robust portfolio of toll-free/inbound voice services that enable your business to expand and make it easier than ever for your customers to reach you. With multiple service options to choose from, you can create a toll-free service plan specifically tailored to your company's needs.

- Interstate and intrastate callers can reach you using toll-free numbers linked to your existing local telephone number
- International Toll-Free calling is available in more than 70 countries, expanding to over 150 countries via AT&T Direct® Toll-Free - making it easy for your global customers to reach you, place orders, or access your customer service centers in the U.S.
- Global Toll-Free calling is available to route calls to centers in thirty countries
- AT&T's Toll-Free Advanced Features can be combined with your Toll-Free service to enhance and simplify the customer experience

Enhance your business with toll-free/inbound voice services:

- **Convenience** – Employees, suppliers, and representatives can call your office more conveniently and cost effectively, 24 hours a day
- **Access** – Access from 150 countries via our global network
- **Security** – Switching and transport networks deliver security services and industry-leading network reliability

AT&T's Toll-Free Advanced Features provide you with announcements, routing, transfer and control features designed to your specifications, to help you extend your business' reach, prepare for an emergency and enhance customer service. Create a dynamic call – handling infrastructure and enable a superior calling experience.

Local Services

AT&T's local project management teams have already handled more than 200 transitions that involved porting more than 5,000,000 phone numbers to AT&T Local Services – on projects encompassing as many as 1,800 locations.

International and Global Voice

Whether you're a multi-national enterprise adding a new office in Singapore or a small business looking to sell products in Brazil, you can rely on AT&T to provide the geographic reach, dependability and seamless solutions you need to do business anywhere.

Our international voice network carries more than 18 billion minutes per year. With our combination of network reliability, competitive pricing and dedicated people, AT&T is uniquely positioned to help with your worldwide deployment of voice applications.

- Global reach to over 240+ countries, one of the largest in the industry
- Switching and transport networks with multiple levels of breadth and depth for enhanced security, along with industry leading network reliability
- Global Network Operations Centers (GNOC's) monitor the global backbone network, customer links, and equipment 24 hours a day, 365 days a year

AT&T provides worldwide communications with seamless, consistent standards across multiple geographic locations, time-zones and languages. Working with its global partners, AT&T has implemented a service and support system that will provide increasing responsiveness for years to come.

- **Reach** – Utilize a single, global network with consistent, customized features
- **Flexibility** – Global services designed to support a variety of calling patterns, changing applications and stringent requirements for performance and reliability
- **Support** – Accountability and comfort of a single service provider for your local, domestic and international telecommunications requirements

Teleconferencing

AT&T's complete line of Teleconference Services may help you to reduce travel time and expenses, even as you increase productivity and collaboration. Hosting virtual meetings and sharing information is easier than ever before. In some cases, information is shared even more effectively than if the participants were in the same room.

The AT&T Teleconferencing Services offer a variety of services that make conducting business more efficient and productive:

- Instantly host a Web Meeting or voice-only conference without the reservation process
- Initiate and manage conference reservations, receive instant confirmations and directly email meeting details to participants
- Share documents and presentations in a data conference that is multicast, multipoint and Internet browser-based
- Manage and monitor your conference call in real time using your Web browser

AT&T Teleconferencing Services gives you a choice of Dial-In, Operator-Assisted, Operator-Dialed, or Mixed Mode calls. Terms and pricing plans can be customized to meet your company's specific needs. You can add convenient features like Q&A capabilities, Language Translation, Digitized Replay and more. No matter what type of teleconference you choose, you can count on your call to be easy and effective.

- **Reliable** – Professional and effective communication between your employers, suppliers and partners on demand
- **Cost-Effective** – Meet 'virtually' to help lower national and global travel expenses and to save travel time
- **Productive** – Update your sales force frequently on product launches, marketing messages and sales opportunities

Corporate Calling Card

The AT&T Corporate Calling Card is a powerful business productivity tool that helps keep your employees globally connected. We can tailor our flexible pricing plans and options to support the unique calling patterns of your employees in the U.S. or overseas and help you effectively manage your communications expenses.

The AT&T Corporate Calling Card offers a variety of services that make conducting business away from home more efficient and productive:

- Traveling employees can easily participate in meetings with their calling card and AT&T Teleconference Service
- Place up to ten consecutive calls without re-entering your calling card or AT&T access numbers; even misdialing does not slow things down; with the touch of a single button, the mistake can be corrected without restarting the whole dialing sequence; International directory assistance is available
- Conduct business from virtually any phone in the world without the issues normally experienced when dialing an out-of-country phone number

The AT&T Corporate Calling Card enables employees to communicate with ease while reducing costs in a tight economy. With an increased remote workforce, your company can expand productivity and facilitate communication with remote and traveling employees.

- **Simplicity** – Automated order process through our electronic order interface
- **Flexibility** – Analyze and manage travel expenses with our billing options and features
- **Functionality** – Access to the U.S. network from over 150 countries. From the U.S., cardholders can place calls to over 240 countries

Integrated Offers

AT&T gives you the ability to streamline and simplify the way you order, manage and maintain your communications services. Our integrated offers combine multiple products and services into one offer, to consolidate contracting, commitment, billing, volume pricing and life-cycle management.

Whether your needs are simple or complex, AT&T Business Network (ABN) or the AT&T OneNet® Bundle provide comprehensive packages of voice, data, e-servicing and network management solutions. AT&T's award winning components of the integrated offers include outbound voice, inbound voice, data, IP and AT&T BusinessDirect® service. AT&T's integrated offers are competitively priced, based on your multiple-service relationship with AT&T.

- Quickly modify your portfolio of services without a new contract and term plan
- Effortlessly adapt to shifts in technology
- Order services directly and view/pay bills online 24/7
- Competitive pricing that rewards you for a broad relationship with AT&T
- Multiple term plan commitment levels

Integrated offers are built on AT&T's self-healing, redundant, and diverse routing network. AT&T's integrated offers provide the flexibility for convergence of new technology as well as the flexibility to accommodate shifts in your networking needs.

AT&T BusinessDirect® is a key component of AT&T's integrated offers. With the award winning AT&T BusinessDirect®, each customer receives a personalized, secure extranet site for viewing their account information, paying bills, changing services or requesting help. This online tool can help to dramatically reduce your administrative burden and increase control at the same time. And with AT&T BusinessDirect®, you have a tool to help improve your productivity, optimize efficiency and reduce costs by managing your AT&T services and solutions conveniently and reliably via the web.

With AT&T Business Direct®, you have direct online access to your services and account. From maintenance requests to paying bills, it's simpler than ever to manage and control your network. Authorized users can log on from virtually anywhere at any time with a standard browser and an Internet connection.

- Receive, view and pay your bills on-line
- Place orders for new locations, ports, facilities, etc.
- Input and receive status on service related trouble tickets
- Use the network management tools to analyze your network
- Create performance related reports to determine network performance

Centrex

AT&T Centrex services are state-of-the-art, central office network-based communication systems for voice and data. With a low start-up cost and no expensive equipment to purchase, this dependable voice telecommunications system provides a powerful, flexible alternative to PBX or key-switching systems. It meets your needs today, with the ability to grow with you tomorrow.

With Centrex, you can manage your migration to a hosted Voice-over-IP solution when your business needs dictate – not when your premises-based service contract expires or the system is discontinued. AT&T smoothes your move to an IP solution by maintaining important features like your dialing plan, and by including solutions that minimize staff training. With Centrex, unlike a premises-based system, you won't be stuck with outdated technology or wasted investment. Plus, you'll get the expertise, reliability and support you'd expect from a name you can trust: AT&T.

Enhance your business with AT&T Centrex services:

- **Cost-effective** – Works with your existing system, there's no expensive PBX equipment to buy
- **Flexible** – Provides custom-fit solutions to allow for unlimited growth
- **Productive** – Make and receive calls to a dedicated line, regardless of traffic
- **Reliable** – 24-hour maintenance and protection from system failures, all at no extra charge



"We needed a provider capable of connecting our multiple locations onto a single, secure network," said Laura Bagus, director of IT Infrastructure & Telecommunications, Edward Hospital & Health Services. "AT&T's solutions not only provide connectivity and improve security with disaster recovery but also deliver flexibility for future growth and expansion, as we continually advance our operations to ensure the highest levels of patient care."

From across the street to around the globe, AT&T is committed to providing innovative, world-class and reliable voice communications to keep your business moving forward.

www.att.com/business

For more information contact an AT&T Representative or visit www.att.com/business.

