AT&T Voice DNA®

A Network-Hosted VoIP Solution

AT&T Voice DNA®: A Complete IP Communications Solution For Your Business

AT&T Voice DNA® is a cutting-edge, fully hosted, network-based Voice over Internet Protocol (VoIP) service that delivers enhanced communication tools over AT&T's industry leading global IP network. It includes advanced features, unlimited calling, and a full suite of management services and tools that help you provide the best overall service to your customers, employees and partners.

Benefits Across Your Business

- Enhance business productivity with advanced features including VIP routing, conferencing, click to call and remote worker/mobility support.

- Centralize control of communications across your entire organization including branch and home office sites, allowing you to easily add sites, users and features.

- Improve your Return on Investment through capital expense avoidance for PBXs and key systems, and a potential reduction in costs associated with moves, adds, changes and deletes (MACDs).

Calling Plans to Meet Your Communications Needs

AT&T Voice DNA® supports inbound and outbound calling on your data network. It provides unlimited on-net, unlimited local and unlimited long-distance calling plus competitive international rates for all your U.S. sites. With AT&T you gain the efficiency and economic benefits of network convergence for your organization.

Convenience and Control for Administrators and Employees

The administrator web portal is intuitive and user friendly, providing centralized administration across your organization for MACDs, reporting and management capabilities.

The personal web portal lets your employees manage their calls and features through a user-friendly online interface. Once logged in, they can check call logs, listen to voice mail messages and manage call settings with the click of a mouse.

AT&T Networking Options

AT&T's IP MPLS network provides the foundation for convergence and for seamless communications across your organization. AT&T Voice DNA® access is available through
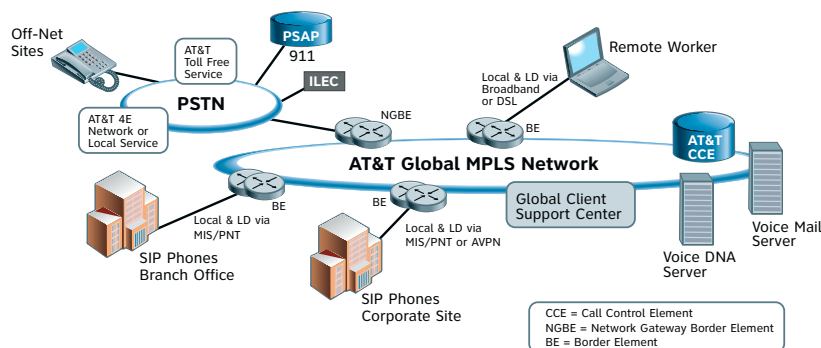
Benefits

- Mobile employees can be more responsive by listening to voicemail from the web

- Remote workers can even utilize the full benefit of AT&T Voice DNA®

- Management enhances productivity with Find Me/Follow Me

- End users can reach out instantly without having to make a conference call reservation

Organizational Benefits

- Utilize Find Me/Follow Me so customers call just one number to reach employees

- Unite locations with a simple to manage, voice/data network

- Adjust to your evolving needs by using a scalable service

- Aid in security/disaster planning with our hosted solution

- Enable just one carrier to meet your local, long distance and data services needs

- Decrease administrator MACD's, end-users handle minimal configuration

- Reduce operating expenses thru decreased administrator moves, adds and changes

AT&T Voice DNA® Diagram

CCE = Call Control Element
NGBE = Network Gateway Border Element
BE = Border Element

at&t Solution Provider

Feature Packages to Enhance Your Employees' Communications

St An DARD PACkAg E (No Personal Web Site)
- Abbreviated dial plans
- Audible Call f orward
- Auto Callback Busy
- Call f orward – Busy and n o Answer
- Call hold
- Call Reason Display
- Call t ransfer – Blind and Consultative
- Call Waiting – Block/unblock

- Caller ID Blocking
- Caller ID Presentation
- Caller n ame and n umber Presentation
- Call Restriction
- Custom 911 Routing
- Dial 0 for Company Operator
- DID (Direct Inward Dialing)
- DOD (Direct Outward)

- Executive Busy Override
- External t ransfer
- f ax machines utilizing g.711 f ax protocol
- l ast n umber Redial
- Music on hold
- Station to Station Dialing
- t hree-way Conferencing

Enh An CED PACkAg E (Includes Personal Web Site) — *Standard Package plus*
Personal Web Site Features:
- Alternate n ame Search
- Call f orking
- Call l ogs
- Click to Call
- Directory/Contacts

- l ocate Me (f ind Me/f ollow Me)
  - Call f orward – Busy, n o Answer, Variable
  - Call t reatments
  - Caller Categories (g roups)
  - n o Answer Ring t imers
  - Selective Call Acceptance

- Selective Call f orwarding
- Selective Call Rejection
- Simultaneous Ring
- Missed Call n otification
- My Profile
- Speed Dialing Corporate and Personal

Phone Features:
- Bridged l ine Appearance
- Call f orwarding – u nconditional
- Call Park

- Call Pickup, Directed, g roup
- Click to Call l CD
- Distinctive Ringing
- Do n ot Disturb

- Intercom Calling
- l ast Call Return
- Multiple l ine Appearances – Single and Multiple Extensions

Common Capabilities:
- Account Codes – Mandatory and Optional
- Call g roups
- hunt g roups

PREMIu M PACkAg E (Includes Personal Web Site) — *Enhanced Package plus*
- Outlook Integration
- Switch Phone
- Voicemail (u nified Messaging, Message Waiting Light, Zero Out Option)

OPt IOn Al f EAtu RES – (Can be ordered with Enhanced and Premium Packages)
- Auto Attendant
- Web-based Attendant Console
- Call Distribution Module
- Soft Phone
- Site Survivability
- Audio conferencing (up to 10 users) Per Seat

Local Service Features

- Blocking Options
- Caller ID w/n ame
  - Directory Assistance (411, 00, n PA 555-1212)
- Directory l isting
- Inbound and Outbound Calling (DID/DOD)

- ln P (l ocal n umber Portability)
- n 11
- n etwork hunting
- Operator Services
- Originating 8YY

- Out of Area t elephone n umber Provisioning (Secondary Exchange)
- Station-to-Station
- 911/E911 Service

AT&T Managed Internet Service (MIS) or AT&T Virtual Private Network (VPN), an MPLS Private Network Transport (MPLS PNT) Service. And 25 available Class of Service profiles allow you to truly optimize your voice and data application performance.

Remote Worker/Remote Site Capabilities
Use your AT&T Voice DNA® service with our Remote Worker/Remote Site Option. Employees can work productively from home, in a meeting room, at your customer's location, in a hotel room or at the airport. Remote Worker/ Remote Site utilizes a single broadband connection such as AT&T provided DSL.

Virtual Telephone Numbers (VTNs)
With VTNs you can assign telephone numbers from your desired area code to any end-user regardless of where the actual phone or person is physically located. VTNs separate the phone number from its geographic location, allowing a remote employee to provide a local feel to other team members, customers and clients.

Certified Phones
You can select from a wide array of feature-rich certified IP phones, IP conference phone, soft phone and analog phone adapters to suit your business needs.

Extraordinary Support
You're not alone! Following installation, AT&T Voice DNA® service includes a 30 day service confirmation period. During those 30 days, you will receive extra care to help you and your staff understand how to maximize all the features and benefits that come with your new VoIP solution.

Note
AT&T Voice DNA® is only available where E911 services can be provided.

For more information contact your AT&T Solution Provider.

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