

PRODUCT BRIEF

AT&T Voice DNASM

A Network-Hosted VoIP Solution

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

AT&T Voice DNASM service is a network-based communications solution that utilizes AT&T's industry leading global Internet Protocol (IP) network to deliver enhanced communication and collaboration tools.

AT&T Voice DNASM is a cutting-edge fully hosted VoIP solution that includes advanced features, flexible calling plans, and a full suite of management services and tools that help ensure that you provide the best overall service to your customers, your employees and your partners.

Benefits Across Your Business

- Enhance business productivity through advanced features including VIP routing, collaboration, 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 return on your investment through savings on capital expense for PBXs and key systems and through reduced costs associated with moves, adds, changes and deletes (MACDs).

Calling Plans to Meet Your Communications Needs

AT&T IP Flexible Reach (Flexible Reach) is a managed Voice over IP communication solution that supports inbound and outbound calling on your data network giving you options for unlimited local and on-net calling plus competitive long distance and international reach 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, disconnect activity, reporting and management capabilities.

The personal web portal gives your employees the ability to manage their calls and features through an easy to use interface that is accessible from an office computer and remotely via the Internet. Once logged in, they can check call logs, listen to voice mail messages and manage call settings.

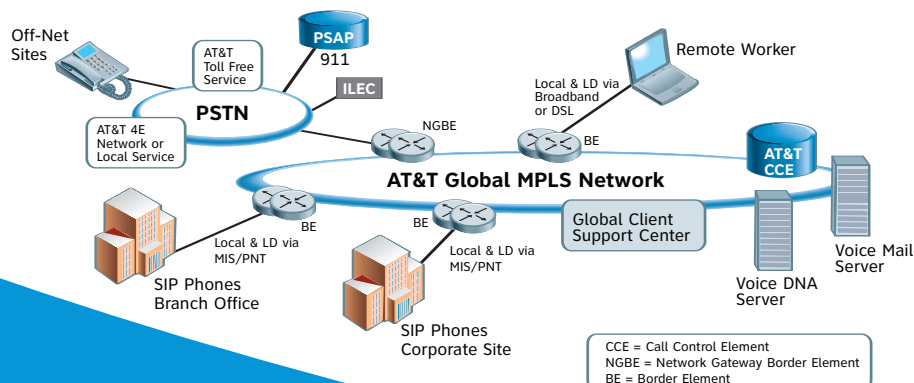
Staff Benefits

- 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 DNASM Diagram



CSI Communication Systems International Incorporated

at&t Midwest 5 Star Solution Provider
★★★★★

Flexible Feature Plans to Meet Your Employees' Communications Needs

STANDARD PACKAGE – Basic features (No personal Web Site)

- Anonymous Call Rejection
- Call Waiting
- Caller ID Presentation
- Caller Name and Number Presentation
- Call Hold
- Call Transfer – Blind
- Call Transfer – Consultative
- External Transfer
- Last Number Redial
- DID (Direct Inward Dialing)
- DOD (Direct Outward)
- Fax machines utilizing T.38 Fax protocol
- Three-way Conferencing
- Call Restriction
- Station to Station Dialing
- Dial 0
- Campus 911 Routing
- Custom (abbreviated) dial plans

ENHANCED PACKAGE – Advanced features for office phones (Includes Personal Web Site)

Standard Package plus

Personal web site features:

- Click to Call
- Call Logs
- Missed Call Notification
- Locate Me (Find Me/Follow Me)
- Call Forward – Busy
- Call Forward – No Answer
- Call Forward – Variable
- Call Treatments
- Caller Categories (Groups)
- Simultaneous Ring
- Call Forking
- No Answer Ring Timers
- Selective Call Forwarding
- Selective Call Acceptance
- Selective Call Rejection from callers in specific call categories
- Speed Dialing Corporate
- Speed Dialing Personal (Favorites)
- Directory/Contacts
- Alternate Name Search
- My Profile

Phone Features:

- Bridged Line Appearance
- Multiple Line Appearances – Single Extension
- Multiple Line Appearance – Multiple Extensions
- Call Forwarding – Unconditional
- Call Park
- Call Pickup
- Call Pickup – Directed
- Call Pickup – Group
- Click to Call LCD
- Distinctive Ringing
- Intercom Calling
- Do Not Disturb
- Last Call Return
- Soft Phone

Common Capabilities:

- Billing (Account) Codes – Mandatory
- Billing (Account) Codes – Optional
- Call Groups
- Hunt Groups

PREMIUM PACKAGE – Enhanced features for high-end users (With Personal Web Site)

Enhanced Package plus

- Outlook Integration
- Voicemail (with eAccess, eNotifications and message waiting light)
- Switch Phone

OPTIONAL FEATURES – (Can be ordered with Enhanced and Premium Packages)

- Audio conferencing (up to 10 users) Per Seat
- Call Distribution Module
- Auto Attendant

Local Service Features

- Inbound and Outbound Calling (DID/DOD)
- LNP (Local Number Portability)
- N11
- Directory Assistance (411, 00, NPA 555-1212)
- Originating 8YY
- Caller ID w/ Name
- Network Hunting
- 911 / E911 Service
- Directory Listing
- Operator Services
- Station-to-Station
- Out of Area Telephone Number Provisioning (Secondary Exchange)
- Blocking Options

A Choice of IP Phones

AT&T conducted interoperability testing with several leading IP phone manufacturers so you could choose from various IP phones, analog phone adaptors, soft phones, and single line/multi line phones.

AT&T Networking Options

AT&T's IP MPLS network provides the foundation for convergence and for seamless communications across your organization. To support your connectivity and bandwidth needs for AT&T Voice DNASM, access is available

through AT&T Managed Internet Service (MIS) or AT&T Network based VPN, an MPLS Private Network Transport (MPLS PNT) Service.

Remote Worker/Remote Site Capabilities

Use your AT&T Voice DNASM service with our Remote Worker/Remote Site Option. Employees can work productively whether they are at 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.

VTNs

You can have telephone numbers in a desired area code regardless of where the phone is physically located. These Virtual Telephone Numbers (VTNs) separate the phone number from its geographic location.

Note: AT&T Voice DNASM is only available where E911 services can be provided.

