

# AT&T OfficeDirect<sup>SM</sup>

AT&T OfficeDirect can enhance productivity by enabling Corporate Responsibility Users (CRUs) to be reached via One Number Service/ Single Voice Mail and by providing Incoming/ Outgoing Call Screening capabilities for blocking of calls to/from CRUs, reducing unwanted calls/expenses. Additionally, AT&T OfficeDirect also offers customers the ability to route calls from the AT&T OfficeDirect voice enabled wireless mobile device over the enterprise's wireline transport network for call completion. Routing calls over the enterprise's wireline transport network may result in reduced costs on international calls which are originated from the enabled mobile device. Calls routed via the enterprise wireline transport will be routed based on customer's existing, pre-established, call routing instructions. That means that based on the customer's defined routing instructions, AT&T OfficeDirect can route the call with sufficient information for call completion either through the cellular network using the customer's wireless service (via the AT&T wireless network), or route the call via the customer's enterprise wireline transport service through the enterprise's switch. Based on Customer's selected preferences, voice calls originating from the AT&T voice-enabled mobile device to stations behind the enterprise's PBX can be completed via the enterprise's inbound wireline transport service rather than the AT&T wireless network.

## Network-Based Fixed-Mobile Convergence

Many businesses have adopted Wi-Fi for use with data transport in campus environments. However, many enterprises are finding the investment required to enable their Wi-Fi for voice to be limiting. AT&T OfficeDirect is a natural fit in this environment as it only requires cellular access for end user connections and does not require a Wi-Fi buildout.

## Potential Cost Savings

AT&T OfficeDirect enables the customer to establish routing parameters to better control the AT&T OfficeDirect enabled-device's cellular usage costs. By routing customer-designated calls originating on the enabled mobile device for completion through the enterprise's wireline transport network, the customer can take advantage of wireline calling rates that may be less than the cellular usage rates. In addition, AT&T OfficeDirect allows the customer to establish certain constraints on the calling capability of the enabled mobile device, such as blocking high cost calling such as directory assistance or international long distance. AT&T OfficeDirect also provides a customer the ability to identify a list of AT&T wireless and wireline numbers for inclusion in an "AT&T OfficeDirect Private Numbering Plan" ("PNP") which can be used by all AT&T OfficeDirect-enabled CRUs on a customer's account. Qualified calls made between numbers in the PNP receive specialized "on-net" wireless rating treatment which may be less than the cellular usage rates that would otherwise apply to a call made from the enabled mobile device to the number in the PNP. "On-Net" calls are calls which are either originated by the AT&T OfficeDirect-enabled CRU to a number in the PNP, or a call received by the CRU from a number in the PNP, provided the AT&T OfficeDirect-enabled CRU's number is also within the PNP and the CRU is placing or receiving the call within the 50 United States, Puerto Rico and US Virgin Islands. On-Net calls are eligible for rating using AT&T OfficeDirect Minutes (available under select AT&T OfficeDirect plans). All other wireless calls made or received by an AT&T OfficeDirect-enabled CRU are "Off-Net" calls and are not eligible for rating treatment using AT&T OfficeDirect Minutes.

## Benefits

- Optimal routing via mobile to mobile, or via wireline SIP trunking or SDN (Software Defined Network)
- Collapsed infrastructure can enhance control
- AT&T OfficeDirect Minutes for qualified "on-net" cellular calls
- Help reduce international long distance cellular costs
- No client simplifies deployment
- Uses cellular coverage, no Wi-Fi investment required
- No additional capital investment required

## Features

- One number, one voicemail (mobile or enterprise)
- Abbreviated dialing capability to corporate endpoints from mobile devices
- Calling policy restrictions enforced on mobile devices
- Enables call completion of mobile-originated calls by qualified AT&T wireline service
- Simultaneous or sequential ringing
- Inbound/outbound call screening
- N11 redirect
- Supports compatible mobile devices without the use of a software client



AT&T OfficeDirect is sold as a voice service feature and can readily be added to a CRU's qualified AT&T wireless voice rate plan. Because it's network-based, AT&T OfficeDirect does not require any additional capital investment. AT&T OfficeDirect also does not require a software client on the mobile device, so there are no licensing fees or management overhead to administer and support.

### How it Works – AT&T OfficeDirect Plans and Features

AT&T OfficeDirect features and functionality vary depending upon the CRU's selected AT&T OfficeDirect Plan.

- Call Management: Call Management includes the following functionality: Call Restrictions (Outgoing Call Screening and Incoming Call Screening), One Number Service, Abbreviated Dialing and Single Voicemail and N11 Redirect. Under the basic AT&T OfficeDirect (Call Management) plan, all calls are routed via the AT&T wireless network. Under AT&T OfficeDirect Plans with both Call Management and Intelligent Routing, customer can direct calls to be routed for completion via the AT&T wireless network or via the customer's wireline transport services (including without limitation the required AT&T Wireline Services).
  - Outgoing Call Screening allows customers to define screening rules for outgoing calls at the company level or group levels within the company (as designated by the customer). The screening rules for outgoing calls will determine which destination numbers are allowed or barred based on (a) call type (On-Net or Off-Net), (b) date (day of week, time of day, specific date), and (c) destination number (411, 900, 011+, etc.). (Customers may not bar outgoing calls to 911).
  - Incoming Call Screening allows customers to define (at the company level or group levels) screening rules for select incoming calls received on the AT&T OfficeDirect-equipped mobile device. Screening rules require screening at the number level, not at an NPA/NXX level. (NPA/NXX ranges are not allowed.) The screening rules determine what incoming calls are allowed or barred based on (a) type (On-Net), (b) specific incoming numbers, and (c) date (day of week, time of day, specific date). (Customers cannot bar incoming calls from Public Safety Answering points or a municipality's emergency agency with the authority to call back a number that has originated a 911 call).
- One Number Service ("ONS") is a specialized functionality enabling sequential or simultaneous (ring list) numbers. Up to five (5) sequential or simultaneous (ring list) numbers are allowed per CRU. Calls forwarded will be completed in sequential or simultaneous order as set by customer or the CRU, as applicable. When ONS is activated, the CRU's AT&T Mobility-provisioned Call Forwarding feature is disabled. Customers and CRUs are prohibited from using ONS for call forwarding to a dispatch application, conferencing service, or any other phone number that enables multiple user access to a call center environment. ONS may not work as configured depending on the networks or voicemail systems included in the chosen ONS routing structure. Numbers included in the ONS ring list must be North American Dialing Plan (NANP) numbers or abbreviated dial plan numbers loaded in the AT&T OfficeDirect platform for the customer. Non-NANP International numbers may not be included in the ONS routing structure.
- Abbreviated Dialing allows customers to utilize their enterprise's PBX abbreviated dialing features for calls between the AT&T OfficeDirect-enabled number and stations behind the enterprise PBX by including the that number in the PBX abbreviated dial plan. Since the abbreviated dial strings for an AT&T OfficeDirect-enabled CRU must be 3 to 9 digits in length, the AT&T OfficeDirect Abbreviated Dialing functionality may require the customer to identify and make modifications to the enterprise's PBX abbreviated dialing arrangement to enable the AT&T OfficeDirect-enabled telephone number to be included in the dialing arrangement. Calling Line ID may not display the calling party's abbreviated dial digits at all times.
- Single Voicemail allows customers to specify whether unanswered calls should be directed to the CRU's mobile device mailbox or a customer-designated wireline voice mailbox. When customers define the mailbox as the enterprise mailbox, CRUs may use speed dial to be directed to the enterprise voicemail system. When customers define the mailbox as the mobile mailbox, CRUs may use speed dial to be directed to the mobile voicemail system.
- N11 Redirect allows customers to redirect CRUs' calls to N11 numbers (excluding 911) to an alternate 10-digit phone number. CRUs will continue to dial the N11 digits but the call will be routed to the alternate 10-digit number. N11 calls routed to the alternate 10-digit number are rated based on the type of call (e.g. long distance, local) from the CRU's originating wireless number. N11 call rates are based on the CRU's wireless voice rate plan and/or the customer's Wireline Agreement (if customer is also utilizing Intelligent Routing and N11 redirect calls are defined to be routed via customer's Wireline Transport Service).
- Intelligent Routing: Select AT&T OfficeDirect plans let customers configure preferences and parameters under which calls originated from an AT&T OfficeDirect-enabled mobile device can be routed for completion via the customer's wireless voice service or the customer's enterprise wireline transport service (including, but not limited to, the required AT&T Wireline Transport service). For example, the customer may establish an AT&T OfficeDirect call routing plan that routes international calls originating from the AT&T OfficeDirect-enabled mobile device through the enterprise's wireline transport network (either AT&T IP Flexible Reach (SIP trunking service) or AT&T VTNS SDN or AT&T OneNet SDN) and the usage for the call will be charged at the rate the Customer has contracted for under its applicable AT&T wireline contract. In addition, the customer may establish an AT&T OfficeDirect call routing plan that routes certain calls originating on the enabled mobile device to the AT&T wireless network for completion to take advantage of an AT&T rate plan's mobile-to-mobile voice calling rates. Customer should fully review AT&T OfficeDirect rating to understand when wireless and wireline usage charges may simultaneously apply when this feature is used.
- AT&T OfficeDirect Minutes: Select AT&T OfficeDirect plans include a bucket of minutes which can be applied against the wireless network usage for On-Net calls.

### Easy to Use

For businesses to realize the benefits of any solution, the solution must be simple to use. AT&T OfficeDirect is available for use with a

variety of compatible mobile voice devices, and AT&T OfficeDirect can be enabled on the compatible device without the need of a software client. There is nothing to download or install. AT&T OfficeDirect does not require the CRU to use any special codes or other access inputs to use AT&T OfficeDirect. Calls are made in the same manner without AT&T OfficeDirect (no changes to dial patterns are required), while having the benefits of being integrated into the enterprise's PBX dialing plan. (Customer

is required to subscribe to certain AT&T Wireline Transport Services.)

#### Helps Increase Productivity and Accessibility

AT&T OfficeDirect delivers a single number reach capability through its one number, one voicemail functionality that enables CRUs to be reached virtually anywhere by simply dialing their mobile number. CRUs can modify their custom ring list with up to five numbers on the fly and modify whether an incoming call simultaneously or sequentially rings that

list. This feature can help minimize the time it takes to reach the user and reduce the occurrence of calls terminating at voicemail.

#### AT&T as Your Trusted Advisor

Enterprise customers are looking for solutions that support their business goals, which may include improved cost control, ongoing investment protection and strategic alignment with their long term vision. AT&T OfficeDirect can be the enabler that provides customers with a robust solution.

AT&T OfficeDirect Plan <sup>1,2</sup>	Monthly Recurring Charge <sup>3</sup>	Included Features	Included AT&T OfficeDirect Minutes <sup>5</sup>	Additional Minutes
AT&T OfficeDirect (Call Management)	\$4.99	<ul style="list-style-type: none"> <li>• Call Restrictions (Outgoing and Incoming Call Screening)</li> <li>• One Number Service</li> <li>• Abbreviated Dialing</li> <li>• Single Voice Mail</li> <li>• N11 Redirect</li> </ul>	N/A	Availability and pricing based on CRU's AT&T wireless voice rate plan
AT&T OfficeDirect (Call Management with Intelligent Routing) <sup>4</sup>	\$7.99	<ul style="list-style-type: none"> <li>• Call Restrictions (Outgoing and Incoming Call Screening)</li> <li>• One Number Service</li> <li>• Abbreviated Dialing</li> <li>• Single Voice Mail</li> <li>• N11 Redirect</li> <li>• Intelligent Routing</li> </ul>	N/A	Availability and pricing based on CRU's AT&T wireless voice rate plan
AT&T OfficeDirect (Call Management with Intelligent Routing On-Net 500) <sup>4</sup>	\$9.99	<ul style="list-style-type: none"> <li>• Call Restrictions (Outgoing and Incoming Call Screening)</li> <li>• One Number Service</li> <li>• Abbreviated Dialing</li> <li>• Single Voice Mail</li> <li>• N11 Redirect</li> <li>• Intelligent Routing</li> </ul>	500	Availability and pricing based on CRU's AT&T wireless voice rate plan
AT&T OfficeDirect (Call Management with Intelligent Routing On-Net 1000) <sup>4</sup>	\$19.99	<ul style="list-style-type: none"> <li>• Call Restrictions (Outgoing and Incoming Call Screening)</li> <li>• One Number Service</li> <li>• Abbreviated Dialing</li> <li>• Single Voice Mail</li> <li>• N11 Redirect</li> <li>• Intelligent Routing</li> </ul>	1,000	Availability and pricing based on CRU's AT&T wireless voice rate plan

1. Charges for the customer's wireline services and other AT&T wireless voice services (and any associated surcharges, taxes or fees) are not reflected, and are in addition to, the AT&T OfficeDirect charges shown here.

2. Available only to CRUs. Requires activation on an AT&T Nation or other qualified wireless voice rate plan. When an AT&T OfficeDirect plan is added to a shared or pooled voice plan, any AT&T OfficeDirect Minutes included in the AT&T OfficeDirect plan will not pool.

3. In addition to the monthly cost of the wireless rate plan and any selected features, AT&T imposes the following charges: (1) a Regulatory Cost Recovery Charge of up to \$1.25 to help defray its cost incurred in complying with obligations and charges imposed by state and federal telecom regulations, (2) a gross receipts surcharge, (3) state and federal universal service charges, and (4) other government assessments on AT&T. These fees are not taxes or government-required charges.

4. Intelligent Routing provides the capability to route pre-determined calls originated by an enabled AT&T OfficeDirect-CRU to customer's qualified wireline transport service for call completion (including, but not limited to the required AT&T wireline services), and the call will be completed based upon customer's established wireline call routing plan.

5. AT&T OfficeDirect Minutes are used only for On-Net calls, which are calls between numbers in customer's pre-established Private Numbering Plan (PNP). AT&T OfficeDirect Minutes do not rollover.

**Important Information**

AT&T OfficeDirect ("OfficeDirect") is available only to eligible business or government customers (each, a "Customer") with a qualified AT&T agreement for wireless services ("Wireless Agreement"). To qualify for an OfficeDirect Plan that includes Intelligent Routing, customer must be receiving either AT&T IP Flexible Reach or AT&T VTNS SDN network services or AT&T OneNet SDN network services under a separate agreement with AT&T. The agreement(s) for the wireline transport service are referred to collectively and individually as the "Wireline Agreement"; the qualified AT&T wireline transport services are referred to collectively as the "Wireline Services". Customer cannot use the Intelligent Routing feature of OfficeDirect to route calls for completion to any AT&T wireline transport service except for one of the Wireline Services. OfficeDirect is only available to Corporate Responsibility Users ("CRUs") and requires that each CRU have a compatible device and qualified AT&T wireless voice rate plan. Certain 4G LTE devices are not compatible. OfficeDirect functionality is available only when originating calls from, or receiving calls while located in, the 50 United States, Puerto Rico, and the U.S. Virgin Islands (the "Home Calling Area"); provided, however, that OfficeDirect functionality may not be available in all AT&T markets, or on the wireless networks of other companies with which AT&T has a contractual relationship within the United States and its territories (Puerto Rico and the U.S. Virgin Islands). All OfficeDirect functionality is disabled when the CRU originates or receives a call while located outside the Home Calling Area; such calls will be routed via the wireless network and rated per the CRU's AT&T wireless voice service plan (including, by way of example, applicable international roaming charges). OfficeDirect may not be combined with certain other wireless services and features from AT&T. Additional OfficeDirect terms, conditions and restrictions apply – see Wireless Agreement for details. Offer subject to change. OfficeDirect Routing and Rating: OfficeDirect provides customer the ability to (a) integrate OfficeDirect-enabled mobile devices into the customer's designated enterprise wireline premises telecommunications service for purposes of certain PBX station features and functionality, and, (b) with respect to OfficeDirect plans that include Intelligent Routing only, enable calls originated from an OfficeDirect-enabled mobile device to be routed for completion to customer's wireline transport service (including without limitation the Wireline Services) based on customer's pre-established wireline transport routing parameters. USE OF OFFICEDIRECT PLANS WITH INTELLIGENT ROUTING MAY RESULT IN WIRELESS AND WIRELINE TRANSPORT CHARGES BEING INCURRED SIMULTANEOUSLY FOR THE DURATION OF THE CALL. OfficeDirect Minutes: OfficeDirect Minutes cannot be used for Off-Net calls, which are rated per the CRU's primary AT&T wireless voice rate plan. As between the CRU's primary AT&T wireless voice rate plan and selected OfficeDirect plan, On-Net calls deplete the CRU's available minutes of use in the following order: (i) any available Night & Weekend Minutes or Mobile-to-Mobile Minutes (per the CRU's AT&T wireless voice rate plan); (ii) any available OfficeDirect Minutes until depleted; (iii) any available Anytime Minutes (per the CRU's AT&T wireless voice rate plan) until depleted; (iv) any available Rollover™ Minutes (per the CRU's AT&T wireless voice rate plan) until depleted; and (v) Additional Minutes (at the rate set forth in the CRU's AT&T wireless voice rate plan). Except as described below for calls routed to the Wireline Service for completion, wireless long distance charges for On-Net and Off-Net calls are dictated by the CRU's primary AT&T wireless voice rate plan. If an On-Net call includes a wireline telephone number, OfficeDirect Minutes will not apply against any wireline transport usage that applies to such a call. Usage Charges When Wireline Service Completes Call. When a CRU is subscribed to an OfficeDirect Plan with Intelligent Routing functionality and customer's established call routing pattern directs the CRU's call for completion by customer's wireline transport service (including, but not limited to the Wireline Services), the usage charges that apply to that call are first determined on whether it is an On-Net or Off-Net call. When the call is an On-Net call, (a) wireless usage charges apply for the duration of the call and are rated as described for OfficeDirect Minutes above, provided, however that the On-Net call is treated for wireless billing purposes as a call within the Home Calling Area, which will reduce or eliminate wireless long distance charges that would otherwise apply per the CRU's primary AT&T wireless voice rate plan; and (b) the wireline usage charges apply for the duration of the call based on the customer's relevant agreement for the wireline transport services. When the call is Off-Net, customer will incur charges based on the following: (a) cellular airtime minutes for the duration of the call based on customer's AT&T wireless voice rate plan, provided, however, that the Off-Net call is treated for wireless billing purposes as a call within the Home Calling Area, which will reduce or eliminate wireless long distance charges that would otherwise apply per the CRU's primary AT&T wireless voice rate plan; and (b) wireline transport service usage for the duration of the call based on the customer's relevant agreement for the wireline transport services. For calls originated by the OfficeDirect-enabled CRU and completed by the customer's wireline transport service (including, but not limited to the Wireline Services), the customer's wireline charges will be based on the number called by the CRU.

**For more information contact an AT&T Representative or visit [www.att.com/business](http://www.att.com/business).**