

# Stay connected with an advanced communication solution to help ensure your customers can always reach you.



In today's competitive environment, every call is important. You can't afford to miss connections with customers and partners simply because you weren't available.

With Enhanced Mobile, you can improve mobile communications with customers and collaborators through advanced features that answer and direct calls to the right contact, unify your number over all devices and employees, and have the confidence to control your business communications to help ensure no call goes unanswered.

## Features

- **Locate Me:** You're on the move, your calls should be to. Forward specific or all calls based on time of day, day of week, or specific situation.
- **Auto Attendant:** Greet customers professionally and allow callers to be transferred to an extension without going through a live operator or receptionist.
- **Hunt Groups:** Distribute phone calls from a single telephone number to a group of phone numbers so calls don't go unanswered.
  - » **Simultaneous Ring** – All phones ring at the same time, the first to answer is connected
  - » **Sequential Ring** – Phones ring sequentially until answered
  - » **Custom Design** – Different phones ring at different times
  - » **Dial by Name** – Callers locate their party by spelling the name on the phone touchpad
- **Extension Dialing:** Allow three to ten digit dialing to reach a department. Make connecting to other employees and locations faster and more efficient.
- **Business Class Voicemail:** Receive SMS notifications of new voicemails and/or emails with an attached media file of the actual voicemail.
- **Single Outbound Number Identification:** Unify your calling presence by having your main company phone number appear on all outbound calls so that regardless of whether a field agent, billing agent, or sales agent is contacting a customer, the same phone number appears on the customer's device.

- **Native Dialer:** Take advantage of a solution running across the AT&T 4G LTE network, without the need of an app or special dial codes.
- **Enhanced Mobile Web Portal:** Configure hunt groups and profiles easily with an online portal.
- **Reporting:** Access detailed reports via your admin portal.

Stay connected to your customers and your business with AT&T Collaborate<sup>SM</sup> – Enhanced Mobile.

## Benefits

- Improve availability and customer satisfaction with more ways to reach you on the first call.
- Route calls to additional resources to help ensure you never miss a call.
- Control calls on your mobile device with an array of call handling features to meet your business needs.
- Scale easily by adding or changing services based on your needs.

## Why AT&T


- Mobile first solution with a native dialer available on all AT&T VoLTE devices connected to the AT&T VoLTE network
- Dedicated AT&T resources supporting our customers during and after a service launch
- The nation's best data network and the best global coverage of any U.S. wireless provider\*
- Easy to purchase: no contract, no installation fee, no equipment to buy and configure
- AT&T is a trusted vendor in security and mobile communications solutions

## Terms and Conditions

**Important Information:** AT&T Collaborate - Enhanced Mobile is available only to business customers with a qualified AT&T wireless service agreement (Business Agreement) and only for their Corporate Responsibility User (CRU) lines of service. Service is subject to the terms of the Business Agreement. Provides VoLTE-enabled CRUs with business voice features via an always-on, native-based dialing experience, eliminating the need to download and launch a separate app. **Coverage:** AT&T Collaborate-Enhanced Mobile is available only in the United States and primarily for use in the United States. CRUs' ability to use AT&T Collaborate-Enhanced Mobile requires the CRU to be connected to the AT&T VoLTE network. Although use of AT&T Collaborate-Enhanced Mobile is intended for domestic use, AT&T Collaborate-Enhanced Mobile can be accessed in certain areas of some international country locations by CRUs who are roaming in areas served by carriers that have made arrangements with AT&T to provide VoLTE services to AT&T's subscribers. For a list of countries where AT&T Collaborate—Enhanced Mobile may be available, see <https://www.att.com/shop/wireless/international/global-countries.html#j>. AT&T. International long distance charges will apply. **Billing/Pricing:** Once added to the line of a VoLTE-enabled CRU, AT&T Collaborate - Enhanced Mobile charges will begin on the subsequent billing cycle for Customer's account. The monthly charge for AT&T Collaborate - Enhanced Mobile will appear as a separate line item on each applicable CRU line. This charge is prorated for installations and deactivations that occur in the middle of a billing cycle. Pricing information for AT&T Collaborate-Enhanced Mobile is available from your AT&T Account Representative and/or applicable Sales Information. **Web Portal:** Customer's telecommunications manager (TCM) can manage user profiles, assign telephone numbers and features to CRUs, reset passwords, create company directories, create groups and billing codes and view reports and other administration functions through the Web Portal. Not all web browsers may support the use of the AT&T Collaborate - Enhanced Mobile Web Portal. Customers should consult an AT&T representative to determine the compatibility of their browser

software with the web portal. **Enhanced Mobile Management App:** Once Customer's TCM adds AT&T Collaborate—Enhanced Mobile on the line of a CRU, he or she will be able to download and use the AT&T Collaborate-Enhanced Mobile App. The AT&T Collaborate-Enhanced Mobile App allows CRUs to view and manage certain features, such as a company directory, call logs, call settings and voicemail. The AT&T Collaborate—Enhanced Mobile App is compatible with the Android® and iOS® operating systems. **Limitations:** AT&T Collaborate - Enhanced Mobile may not be used on CRU lines provisioned with AT&T prepaid service, AT&T OfficeDirect, AT&T Number Synch, and AT&T Mobile Call Recording. **Content:** AT&T reserves the right to terminate the Auto Attendant feature if AT&T determines in its sole discretion that Customer's Content may adversely affect AT&T's public image or damage AT&T's reputation or goodwill. Customer represents and warrants that (1) it holds all rights necessary to use the Content in connection with the Services provided under this Sales Information, and (2) its Content will at all times comply in full with any and all requirements of federal, state and local laws and regulations. All right, title and interest in and to any Content shall remain the property of Customer. Customer further agrees to indemnify and hold AT&T harmless for any failure to satisfy any of the terms of this provision. For custom announcements used with AT&T Collaborate - Enhanced Mobile, AT&T is not responsible for any Content Customer transmits, stores, records or plays using the feature. The Customer Content shall not violate the AT&T Acceptable Use Policy or the intellectual property rights of AT&T or any third party. **Customer Service:** AT&T will provide customer support for AT&T Collaborate—Enhanced Mobile on a 12 x 7 (9:00 a.m. to 9:00 p.m. Central Time) basis through the AT&T Solutions Customer Service Helpdesk (ASCS) which can be reached at 866-563-4703. AT&T will also provide 24 x 7 customer support through AT&T Mobility Care (611 on mobile devices). AT&T will provide training and assistance at no charge to Customer's TCM on the use of AT&T Collaborate—Enhanced Mobile and the Web Portal for the first thirty (30) days after the service is provisioned. Thereafter, AT&T will provide such training and assistance for an hourly charge on terms and conditions established in writing by AT&T and Customer.

To learn more about how each of these features can improve your business's mobile communications, contact your AT&T account representative or call 888-225-8785.

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\* Claim based on the Nielsen Certified Data Network Score. Score includes data reported by wireless consumers in the Nielsen Mobile Insights survey, network measurements from Nielsen Mobile Performance and Nielsen Drive Test Benchmarks for Q1 + Q2 2017 across 121 markets.

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