AT&T Voice Services
Customized Voice Solutions for Service Providers

With AT&T as your single source, you can simplify the way you purchase and use voice communication services that are highly marketable to your customers. Whether your service needs are simple or complex, AT&T’s advanced global voice networking infrastructure offers dependable feature-rich solutions to help you provide high quality voice services to your customers.

For your local, long distance, domestic and global voice requirements, AT&T offers powerful voice networking solutions that provide:

- U.S. nationwide and international coverage
- Calling features that support your specific needs
- Unbranded and customer-branded services
- Billing options that help you manage your customer care operations

Voice communications are your customers’ lifeline. AT&T offers the broad range of dependable services you require and the customer support you demand.

Please note that not all services are available in all areas. Your AT&T Account Representative will be happy to discuss with you the voice services that are available in your area.

**AT&T Network Connection**

AT&T Network Connection (ANC) is an unbranded and unbundled portfolio of long distance and international services made available to telecommunications carriers for resale.

ANC is a CIC-based platform designed to provide originating and terminating access plus transport of calls over the AT&T network. Services available under contract include Domestic and International Outbound Service with unbranded Directory Assistance, Domestic Inbound Service and International Toll-Free Service (ITFS – Canada originating only), plus fraud and uncollectibles Management.

**Benefits of AT&T Network Connection**

- Carrier Signaling: SS7 & C7 signaling reduce call set-up times, improve network efficiency and alert you to non-revenue producing calls and fraud
- Call Detail Records (CDRs) collected from the AT&T network on completed calls help you manage your billing and customer care operations more effectively
- Network Redundancy: enjoy automatic redundancy for your customers over the AT&T global network
- Web-based reporting and servicing provided by AT&T BusinessDirect™ for controlling service requests, managing trouble tickets, invoicing, inventory maintenance and administrative data connection for fraud and uncollectibles management

**AT&T Voice Over IP Connect Service**

AT&T Voice Over IP Connect Service (AVOICS) provides IP-based connectivity to AT&T’s network for domestic and international VoIP call termination. AVOICS provides unbranded and unbundled transport and termination of your VoIP traffic with the reliability, security and performance you expect from AT&T.
AVOICS accepts U.S. originated domestic outbound (1+) calls and U.S. originated international outbound (011+) calls using Session Initiation Protocol (SIP) signaling. AVOICS also supports codecs G.711 and G.729 A/B. AVOICS provides long distance termination of “native” IP traffic, defined as traffic that originates as IP and is transported as IP from its point of origination to AT&T. AVOICS also provides long distance termination of “non-native” IP traffic, defined as traffic that originates as TDM, undergoes a protocol conversion to IP by the service provider, and is then transported as IP from the service provider to AT&T.

AVOICS customers connect to the service via AT&T’s Managed Internet Service (MIS)/Multiprotocol Label Switching – Private Network Transport (MPLS-PNT) service, which provides class-of-service voice quality, key security elements and advanced network reliability.

**AT&T Global Hubbing IP Access**

AT&T Global Hubbing IP Access (GHIA) is an international call delivery service that provides an alternative access solution for Internet Service Providers and next-generation telecom companies, as well as current AT&T customers, who wish to use IP connectivity to access AT&T’s global network for termination of international voice calls. GHIA offers a cost-effective alternative to building and maintaining an international network infrastructure for voice traffic.

GHIA is competitively priced and provides a simple IP access capability that currently supports SIP and H.323 v.2 compliant platforms such as Sonus, Cisco, Quintum, Acme Packet and NexTone. Customers can access AT&T Global Hubbing via an IP connection to either AT&T’s Internet backbone infrastructure or through their existing Internet Service Provider.

**AT&T Conference Now Service**

AT&T Conference Now® gives you the ability to offer your customers complete conferencing solutions with the flexibility of custom branding options with your name and logo. AT&T Conference Now can enhance your voice offerings and enable you to offer your customers the ability to hold media-rich virtual meetings to improve productivity and achieve cost efficiencies.

AT&T Conference Now offers:

- **Reservation-less Audio Conferencing** – allowing your customers to conduct conference calls at any time without having to make a reservation.
- **Reservation-less Web Conferencing** – allowing your customers to host real-time web-based meetings (used in conjunction with audio conferencing services) and allows conference participants to present, collaborate, share files/applications, and modify documents via the Internet. This service requires a phone (for audio) and a PC with a web browser.
- **Private Label Branding** – this option provides a non-branded web interface or you can elect to have the web interface branded solely with your company name, logo and colors. The service can also provide a dedicated toll free number with a specific bridge announcement to present your branded conferencing service to your customers.

AT&T Conference Now can be integrated into your service portfolio and is designed to meet your service requirements.

**AT&T Switched Access**

AT&T Switched Access is a service offering that provides connectivity for the origination and termination of interexchange toll traffic throughout AT&T’s incumbent service area. Switched Access is comprised of Feature Group and Transport services and is available over DS3, DS1 and Voice Grade facilities, all of which can be configured to utilize capacity on higher speed services.

**Feature Group Services**

FGA is a line-side connection that allows end users to dial a 7-digit access number to secure a PIN-activated access line. AT&T will route the call over the FGA line to the IXC POP for call completion.

FGD is a trunk-side service that provides Equal Access for all IXC’s. FGD enables an end user to dial 1+ for long distance calls; the call is routed based on PIC translations to the appropriate IXC via tandem or direct trunks. FGD can also be used to terminate interexchange toll traffic to an end user.

**AT&T Local Wholesale Complete**

AT&T Local Wholesale Complete™ (LWC™) is an end-to-end wholesale local service solution that is available to local voice service telecommunications carriers across AT&T’s incumbent serving areas in AR, CA, CT, IL, IN, KS, MI, MO, NV, OH, OK, TX and WI. This commercial offering is designed to provide local service providers with a local telephony capability for residential and business end users including traditional circuit switch-based vertical features and ancillary services such as operator and directory assistance services.

AT&T’s Commercial Inside Wire Maintenance Plan is available to AT&T Wholesale LWC customers, enabling Local Service Providers the opportunity to offer (or) provide one-stop repair service from AT&T to their end user customers.

**AT&T Wholesale Local Platform Service**

AT&T Wholesale Local Platform service (WLP) is an end-to-end wholesale local service solution that is available to local voice service telecommunications carriers across AT&T’s incumbent serving areas in: AL, FL, GA, KY, LA, MS, NC, TN and SC. This commercial offering is designed to provide local service providers with a commercial offering to provide local switched voice services to residential and business end users. The service includes traditional circuit switch-based vertical features, ancillary services such as operator and directory assistance services and optional services such as repair of Inside Wire. The WLP offering may be combined with the LWC offer at a later time under one agreement, but is currently supported via a separate commercial agreement from the LWC offer.

**AT&T Local Dial Tone Services**

AT&T PrimeXpress

AT&T PrimeXpress is a digital trunking service that provides T1 access with full features to AT&T’s local, IntraLATA toll and long distance networks, providing Toll-Free and International capabilities.

**AT&T PrimePlex PRI**

AT&T PrimePlex PRI offers the same features as AT&T PrimeXpress with the addition of Integrated Switched Digital Network Primary Rate Interface (ISDN PRI). ISDN PRI out-of-band signaling results in faster call set-up and completion in addition to meeting
customers’ voice, video and switched data needs. Calls can be dynamically routed across any of the channels on AT&T PrimePlex PRI T1 facilities and are not restricted to a pre-defined set of channels.

**AT&T PrimeConnect**
AT&T PrimeConnect offers one-way, inbound-only T1 digital trunks connecting an AT&T Class 5 switch and client’s platform, and is suitable for terminating large volumes of data or phone traffic to a central location. The end user’s call is routed to an AT&T Class 5 switch where it is delivered via PrimeConnect to the customer’s router or other equipment for further processing.

**AT&T PrimeConnect PRI**
AT&T PrimeConnect PRI offers the same features as AT&T PrimeConnect with the addition of ISDN PRI. Out-of-band signaling results in faster call set-up and completion and telephone number and calling name capture for inbound high-volume customers.

**AT&T Prime Digital Trunk**
AT&T Prime Digital Trunk is a digital trunking service that provides fractional T1 access with full features to AT&T’s local, intraLATA toll and long distance networks, providing Toll-Free and International capabilities. AT&T Prime Digital Trunk is designed for businesses requiring 12 to 23 channels of a T1 circuit.

**AT&T PrimePath**
AT&T PrimePath is an analog connection that links your customers’ telephones, fax machines and computer modems to AT&T’s world-class network, allowing them to access local, intraLATA toll and long distance networks. Through business lines and trunks, it provides a flexible telecommunications solution for small business customers.

**AT&T SS7 and Database Services**
AT&T SS7 (Signaling System 7) and Database Services provide robust, nationwide SS7 connections for trunk call set-up and database query/response. One connection to AT&T’s signaling network provides SS7 access to all RBOC/LEC tandems and end offices, and over 150 carrier networks.

AT&T provides query/response access to nationwide databases such as CNAM (Calling Name), LIDB (Line Information Database) and LNP (Local Number Portability), as well as access to other high-value SS7-based services such as, CNAM Database Service, Data Gateway, CLASS and 8XX Gateway. AT&T also offers a hosted Service Order Administration (SOA) service that is designed to provide a convenient, low-cost solution for LNP record administration.

AT&T SS7 and Database Services offer:
- SS7 network expertise, plus state-of-the-art surveillance and monitoring capabilities with 24/7 live answer point
- Partitioned data storage with user-friendly administration in one of the largest, most robust LIDB/CNAM databases in the country
- Comprehensive suite of signaling and database services from a single-source provider
- Support for multiple protocols and access methods

**AT&T Operator Services and Directory Assistance**
AT&T Long Distance and AT&T Southeast provide a single nationwide source for Operator Services and Directory Assistance. Staffing, training, managing, buying and implementing advanced call center technology are all expensive and time consuming if you do it yourself – distracting you from your primary business focus. AT&T has a better solution. Our Wholesale Operator Services and Directory Assistance services feature competitive pricing, highly trained operators, and state-of-the-art automated assistance technology.

AT&T Operator Services and Directory Assistance services include:
- Highly experienced team of professionals
- Multiple access points, connectivity options, and protocols – including IP
- Front and back end branding
- Call Completion
- Bill-to-third
- Credit card calls
- Busy Line Verification
- International Directory Assistance – 28 Foreign countries
- Toll-free listings
- Spanish language assistance
- Enhanced Directory Assistance

For more information contact your AT&T Representative or visit us at www.att.com/wholesale.