



# Brief: Voice Over IP Services

## Driving Today's Economy and Tomorrow's Emerging Communications

### Voice Over IP... Converging Voice and Data on One Network

Voice. It's one of the most critical business applications you use – and one of the primary means of reaching existing customers and gaining new ones. Often voice exists as an application running on a single, discrete network among many data networks in a business environment.

But now, AT&T Voice over IP (VoIP) converges your voice and data communications on one network – helping you take advantage of more effective ways to satisfy your customers, differentiate your services, stay ahead of your competition and benefit from fast-moving technology.

As a leader in voice and data services, no one is better positioned than AT&T to provide you with a solution that converges your mission-critical voice and data networks. Beyond the immediate benefits of convergence, such as new operational efficiencies and economical long-distance calling, AT&T's VoIP services open a whole new world of emerging communications – unified messaging, conferencing, collaboration, video and more. These services can truly redefine your ability to capture a competitive lead.

### AT&T Commitment... Wide-Reaching VoIP Strategy

The AT&T VoIP strategy, based on IP as the key, unifying business application protocol, incorporates three important principles:

- Universal reach that is access/egress-agnostic
- Richness in management, with easy, efficient provisioning and end-to-end monitoring, as well as richness in value-added services that allow you to provide more information and better service to your customers
- Interoperability with your existing telephony environment, as well as your next generation IP telephony

We recognize that your business has varying and unique requirements that drive the need for multiple networks. By converging voice and data, we're able to manage your network and to evolve and simplify your enterprise-networking environment. To that end, we're focused on delivering an integrated set of VoIP services to you – complete with SLAs.

### Benefits

- Convergence of your voice and data networks by a global leader in voice and data services
- Universal reach with agnostic access and egress
- Interoperability across your networks and equipment
- Portfolio of VoIP services to your enhance your AT&T networks
- Access to a range of AT&T VoIP value-added applications that sharpen your competitive edge

### Features

- Design and implementation support
- Full management of network and router
- Monitoring 24x7
- Flexible pricing
- Quality of service ensuring clear and consistent voice calls
- Single bill for Voice and Data
- Web-based performance reporting

## AT&T's Commitment... Robust VoIP Services

AT&T has a rich portfolio of VoIP services, and has established a foundation from which to provide further enhanced applications over time.

## A Comprehensive Portfolio of Services

AT&T VoIP services support voice, data and fax across a common MPLS-based infrastructure. Delivering QOS-Based business-class voice quality, AT&T's VoIP services deliver economical calling among your AT&T VoIP-enabled locations as well as outbound calling to any global destination.

With interoperability to both traditional PBX's and IP PBX's you have greater flexibility in migrating to VoIP. Along with the advantages of simplified network management and emerging application capabilities, you benefit from a single bill for voice and data with predictable calling costs. Additionally, AT&T provides 24x7 monitoring and dynamic bandwidth allocation to ensure support for voice, data and fax while delivering business-class voice quality.

## IP Telephony

AT&T offers a full range of services to help you migrate your sites to IP PBXs. Whether it's planning, designing, deploying or day-to-day management, you can count on AT&T's skill and expertise to help ensure your business success.

## Service Level Agreements

AT&T wants to make sure you get clear and consistent VoIP service so we back our commitment to quality with Service Level Agreements (SLAs) that give you assurances of network reliability and call quality.

## AT&T Global IP Network

AT&T continues to invest in our global IP network to deliver all applications on one network that meets your needs for any to any communications. We want to assist you in planning and deploying a truly converged networking environment that gives you the ability to rapidly deploy new services along with reducing the cost and complexity of managing multiple networks.

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



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