



# ACC Business

Plug into the power of AT&T

## ACCComplish more by plugging into the power of AT&T with ACC Business.

ACC Business is a specialized brand from AT&T that combines exceptional service with a flexible suite of IP, data, and voice services. We have become one of the nations most successful communications providers by exclusively serving small to mid-sized businesses in the United States through leading sales agents. We go the extra mile to care for our customers and sales agents by providing tailored communication solutions.

### Extraordinary Service Delivery

Agents bring their customers to ACC Business because we have a reputation for creating the right solution and then delivering and maintaining the service dependably. To accomplish this, we provide each agent with a team, including a dedicated agent manager and a dedicated technical expert. This approach allows us to understand each customer's budget and technical needs and ensures that we find the right solution.

We provide live Tier 2 Technical Support giving agents and customers pre-sales, point-of-sale, provisioning, and post-sales support. Our Maintenance Support is available 6/24, and our customer care professionals, based in Rochester, NY, answer the toll-free number live.

We provide agents with the following tools, information, and services.

- Dedicated Agent Managers
  - Single point of contact
  - End-to-end project responsibility
- Dedicated technical experts
- Training and education
- SIMPL online quotation portal for IP and data services
- Automated order processing
- Online account management
  - Order status
  - Project milestones
  - Provisioning status
- Live customer support
  - Call answer time 19 seconds (average)



### AT&T Global Network

All of ACC Business' services run on the AT&T Global Network. This is one of the most acclaimed networks in the world. It includes extensive wireless and wired access capabilities, as well as one of the world's most advanced and powerful IP backbones. The AT&T Global Network carries 18 petabytes of data traffic on an average business day. The backbone network carries a full range of IP-based services, including wireless data, business video, data and voice services, and private line traffic. The AT&T Global Network also incorporates Multiprotocol Label Switching (MPLS), which supports a full range of applications over a single IP network infrastructure with the highest levels of service quality.

The reliability and performance of the AT&T Global Network is continually displayed at [www.att.com/ipnetwork](http://www.att.com/ipnetwork).

## IP, Data, and Voice Services

Enhance the effectiveness and reliability of IP, data, and voice services by having ACC Business create tailored solutions for your customers.

### Managed Internet Service (MIS)

Fast, reliable, and secure Managed Internet Service is a comprehensive Internet solution that can grow with your business. Access services range from 128 K to 155 Mbps (OC-3) and Ethernet access 0.5 to 1,000 Mbps (1 Gbps).

### Private Network Transport (PNT) – IP VPN


This network based IP VPN solution provides control and flexibility over network performance. This solution utilizes Multiprotocol Label Switching (MPLS), to provide consistent access to company information inside the office and remotely. Add Class of Service (COS) to prioritize traffic and support Voice over IP (VoIP), video, and other high performance applications.

### ANIRA – Remote Access

Combine ANIRA with ACC Business PNT and you have a network based IP VPN with remote access and powerful VPN management solutions. This allows customers to connect small offices and remote workers securely to a Multiprotocol Label Switching (MPLS) network. ANIRA delivers the advantages of both network-based and premise-based VPNs.

### Network Based Firewall (NBFW)

Secure Internet access and networking is made possible with the ACC Business Network Based Firewall. This is a centralized firewall service and internet port with high performance internet access for ACC Business PNT customers.



You'll love  
what we can  
ACCAccomplish.

### Private Line

Secure and reliable, two-way transmission of voice and data between your locations (point-to-point and point-to-multi-point facilities). Available in speeds of 56 K, 1.5M (T-1), and 45 Mbps (T-3).

### Voice Services

Local, in-state Long Distance, state-to-state Long Distance, and international calls with switched and dedicated options. Receive one easy-to-read invoice.

## Solid Earnings Potential

ACC Business pays commissions to its sales agents for both access and usage business over the life of the client contract. Sales agents appreciate that our residual commissions are fair, timely, and paid monthly with a sustained "on time" track record.

## Exclusively Through Agents

ACC Business is proud to work exclusively with leading independent agents in the United States. In fact, 100% of ACC Business sales are generated through agents, so there is no direct channel conflict. To ensure you receive the best communications value and service possible call us. We're ready to help grow your business.



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