

PRODUCT BRIEF

AT&T Managed Internet Service with Voice Over IP

AT&T Managed Internet Service with Voice Over IP Low-Cost, High-Quality, Optimized Bandwidth

AT&T Managed Internet Service with Voice over IP (MIS with VoIP) allows you to use your IP data access connection to send voice calls anywhere in the world. Experience the same business quality you're accustomed to from the Public Switched Telephone Network (PSTN), at reduced costs for domestic and international calls.

Adding Voice to Your AT&T Managed Internet Service

The technology for Voice over IP has been evolving over the last few years. AT&T makes it viable because of the strength of our AT&T Managed Internet Service. Your IP voice communications, just like your IP data transmissions, run on our world-class IP backbone.

And because the same Service Level Agreements as AT&T Managed Internet Service back our Voice over IP option, you're assured of the same high performance, robust reliability and strong security.

For data, and now for voice, you can count on our targeted 99.9% network availability, low delay and low packet loss. To maintain consistent voice quality throughout every call, those high standards become even more important.

By using AT&T MIS for data and voice, you pick up some extra benefits. Consolidation of services simplifies your network management.

In addition, AT&T's sophisticated network architecture enables your voice and data applications to share your access bandwidth dynamically as your business needs fluctuate during the day. More efficient use of bandwidth, along with significant cost-savings on outbound calls, adds up to a healthy improvement in your network ROI.

Evaluating Your Voice Over IP Needs

How do you know if AT&T MIS with VoIP will work for you? Simply put, it works for any location which requires local high speed Internet access and lower outbound voice costs.

It delivers value to enterprises for both "on-net" and "off-net" outbound traffic. By "on-net," we mean all voice traffic among AT&T VoIP-enabled enterprise locations – remote or branch offices, warehouses and the like. "Off-net" refers to all other voice calls to any other non-AT&T VoIP destination. AT&T's MIS with VoIP offering is a good choice for on-net, off-net or a mix of both. AT&T helps you consolidate it all into one service, with one bill, one point-of-contact and one source for comprehensive management.

Managing Voice and Maintaining QoS

In simplest terms, your managed voice service becomes an "extra-value" option to your AT&T Managed Internet Service, either in a legacy PBX or an IP-PBX environment.

Benefits

- Provides flat-rate U.S. on-net and off-net voice and fax calling, which leads to more predictable monthly costs
- Cuts costs on outbound calls to anywhere in the world
- Quality of Service (QoS) on access bandwidth and AT&T's Managed IP Network preserve business-class voice quality
- Enables dynamic sharing of access bandwidth between voice and data as your communication needs change during the day
- Provides a path toward the innovative VoIP applications of the future and simpler IT management

Features

- Design and implementation support
- End-to-end management capabilities
- On-net and off-net calls
- Flat-rate pricing for unlimited on-net calls/faxes
- Quality of Service ensuring voice quality
- Dynamic bandwidth sharing
- Flexible dialing plans
- Support of private dialing plans and faxing
- Convenient billing
- Web-based reporting



For legacy PBX service configurations, once we establish the Internet access connection, we add a voice gateway and VoIP specific software to the AT&T-managed router that's part of your AT&T Managed Internet Service. That router/voice gateway converts and compresses PBX digital signals into IP packets.

Then, a "call control element" in the AT&T IP network routes the IP voice packets to their destination gateway. That gateway can be on a similarly configured site within your enterprise or one of the AT&T PSTN "hop-off" gateways in the network.

In an IP-PBX service configuration, calls are originated in an IP format, and then routed via the AT&T call control element complex. Whether a call stays within your enterprise or travels outside to your customers,

suppliers and partners, Quality of Service (QoS) is essential. In other words, the call must get through the packet network with limited delay and degradation – ensuring near-PSTN quality.

To make sure this happens, AT&T has implemented IP QoS protocols. At the potential congestion points in the access link, a mechanism called Differentiated Class of Service assigns a higher priority to voice packets over data packets. Hence, the voice packets are delivered in a timely fashion. AT&T's Class of Service is available on AT&T network routers and premises routers as part of the VoIP service.

Looking To the Future

AT&T MIS with VoIP has both immediate and longer-term advantages. Immediately, it leverages idle bandwidth on your AT&T

Managed Internet Service connection, to deliver on-net and off-net voice calls. The service allows you to utilize the AT&T VoIP network as it expands globally.

In addition, AT&T MIS with VoIP lets you migrate your "on-net" voice traffic to a flat-rate cost model, which is more consistent with the rest of your IP services, helping you better predict and budget month-to-month costs.

Looking toward the future, AT&T IP services are expanding to support diverse, worldwide IP on-net connectivity, through such technologies as wireless, cable and Digital Subscriber Line (DSL). VoIP will be a feature on all these diverse access types. It's part of our goal to enable all your locations, suppliers and partners to connect anywhere, any way, at the lowest cost.

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

