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AT&T Business Voice over IP (BVoIP) Services

Section Effective Date: 19-Apr-2014

AT&T's Business Voice over IP ("AT&T BVoIP" or "BVoIP") portfolio of services enable the transmission of voice telephone calls in IP format over a BVoIP compatible transport service to and from Sites where both AT&T BVoIP and a BVoIP compatible transport service have been installed.

The AT&T BVoIP Service Guide consists of the following Parts:

- Service Description (SD)
- Service Level Agreements (SLA)
- Pricing (P)

In addition, the [General Provisions](#) apply.

Cross References

[Service Description \(SD\)](#)

[Service Level Agreements \(SLA\)](#)

[Pricing \(P\)](#)

Service Description (SD)

SD-1. General

Section Effective Date: 02-Jul-2019

The AT&T BVoIP portfolio includes the following Services:

- AT&T IP Flexible Reach (two service types are available)
 - AT&T IP Flexible Reach on AT&T VPN Service
 - AT&T IP Flexible Reach on AT&T Dedicated Internet Service (ADI)
- AT&T Voice DNA® (AT&T VDNA) and AT&T Voice DNA® Remote Worker
- AT&T Voice DNA® for Small Business
- AT&T IP Toll-Free (AT&T IPTF) (two service types are available)
 - AT&T IP Toll-Free on AT&T VPN Service
 - AT&T IP Toll-Free on AT&T Dedicated Internet Service (ADI)
- Hosted Voice Services (HVS)
- Voice Connection

The AT&T BVoIP portfolio of Services enables digitally encoded telephone calls to be transmitted from a Site. If Customer subscribes to AT&T IP Flexible Reach, AT&T Voice DNA®

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on AT&T VPN, or Voice Connection, the telephone calls may be compressed, and are packetized at the Customer-managed router or other Customer equipment. For all other services in the AT&T BVoIP portfolio, the calls are compressed and packetized at the AT&T-managed router.

Customer must subscribe to an Underlying Transport Service, and the available, compatible Underlying Transport Service options for each service in the BVoIP portfolio are discussed later.

Each of the services in AT&T's portfolio of BVoIP services is provided via the AT&T Global MPLS Network, which is standards-based, and is designed to support open protocols such as Session Initiation Protocol (SIP). The AT&T Global MPLS Network provides the interoperability and scalability for improved application performance. AT&T BVoIP services are not generally available for resale.

AT&T IP Flexible Reach provides the call completion capability for long distance and local calling depending upon a Customer-selected Calling Plan. AT&T Voice DNA® provides the same call completion capability, and also provides the Customer with features and functionality generally found in TDM telecommunications systems. AT&T Voice DNA® Remote Worker, which is not available to new customers, extends the capabilities and features of Customer's AT&T Voice DNA® service to remote sites. AT&T Voice DNA® for Small Business Service, which is not available to new customers, has comparable capabilities and features as AT&T Voice DNA® that are specifically targeted to small business customers. Unless noted otherwise, references to AT&T VDNA services include all of: AT&T Voice DNA, AT&T Voice DNA for Remote Worker and AT&T Voice DNA for Small Business. Voice Connection is a seat-based service that interfaces with Microsoft Lync Online and provides voice connectivity to the PSTN.

Customer can subscribe to any of the AT&T BVoIP services under a negotiated term agreement between AT&T and Customer incorporating this Service Guide.

Cross References

[SD-5. AT&T IP Flexible Reach Service Overview](#)

[SD-6. AT&T Voice DNA](#)

[SD-8. AT&T Voice DNA Remote Worker](#)

[SD-11. AT&T Voice DNA for Small Business Service](#)

[SD-12. AT&T IP Toll-Free Service Overview](#)

SD-1.1. Geographic Availability**SD-1.1.1. United States Availability**

Section Effective Date: 07-May-2014

In the United States, services in the AT&T BVoIP portfolio are available wherever the compatible AT&T Underlying Transport Service is available.

In the US, Calling Plans B, C, E and Voice Connection are only available where the necessary local service facilities and required 911 or E911 capability are available. AT&T sales personnel will provide information regarding the specific geographic availability of local calling for AT&T

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BVoIP services upon Customer request. AT&T BVoIP services may be discontinued if necessary local service facilities or required 911 or E911 capability cease to be available.

SD-1.1.2. General Availability

Section Effective Date: 20-Feb-2017

BVoIP Portfolio of Services Geographic Availability Matrix					
Service	US Mainland*	AK/HI*	PR*	USVI/CNMI/American Samoa/Guam	Most of the World
AT&T IP Flexible Reach, Calling Plan A	Yes	ICB	ICB	No	ICB*
AT&T IP Flexible Reach, Calling Plan B	Yes	ICB	ICB	No	ICB*
AT&T IP Flexible Reach, Calling Plan C	Yes	ICB	ICB	No	No
AT&T IP Toll-Free	Yes	**	**	ICB*	ICB*
AT&T Voice DNA	Yes	No	No	No	No
HVS	ICB	No	No	No	No
Voice Connection	ICB	No	No	No	No
Notes:					
*	Not available in all areas, states or countries. See your AT&T sales representative for availability.				
**	Originations = Yes; Terminations = ICB*				

SD-1.2. Definitions

Section Effective Date: 11-Jun-2015

Definitions of terms used in this AT&T Business VoIP Service Guide	
Term/Abbreviation	Definition
911	In the US, by dialing the three-digit code 911, the caller can originate an emergency call to the local public safety answering point.
ACD	An Automated Call Distribution is a telephone facility that distributes and manages incoming calls to a specific group of users called Call Center Agents.
ACTS	AT&T Customer Technical Support.
Business Days	weekdays excluding holidays locally recognized by AT&T
Call Center Agents	A Call Center Agent is member of Call Center responsible for receiving incoming calls

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Definitions of terms used in this AT&T Business VoIP Service Guide	
Term/Abbreviation	Definition
Calling Plans	calling plans available for Sites.
CMRS	a Commercial Mobile Radio Service as defined under federal law.
Concurrent Calls	a voice path available on a Customer's BVoIP service. The maximum number of active Concurrent Calls is limited by the number of Concurrent Calls ordered for a Site.
Consultation Hours	between the hours of 8:00 a.m. and 5:00 p.m., United States Eastern time, Monday through Friday, excluding AT&T recognized United States holidays
CPE	Equipment located at the Customer premises. CPE used to provide Services and owned by AT&T is also referred to as "AT&T Equipment".
CSV File	A comma separated file, used to store tabular data in plain text format. Plain text means that the file is a sequence of characters in binary format.
Due Date	the mutually agreed-to date on which AT&T BVoIP service is originally scheduled for Test and Turn Up.
Default Calling Number	a feature of AT&T Voice DNA® service. The Default Calling Number (DCN) is a customer designated AT&T Voice DNA telephone number that is used as the caller ID presentation on outbound calls for certain AT&T Voice DNA users. Because the DCN may be used by PSAPs as a callback number, it must be a telephone number that is answered by someone who can immediately assist the PSAP in identifying the caller needing emergency services; therefore, the DCN should never be (1) an Auto Attendant telephone number, (2) the lead number of a Call Distribution queue, (3) an "unmanned" station, (4) a telephone number that is used to access voicemail, or (5) a telephone number used for AT&T IP Toll-Free service.
E911	In the US, enhanced 911 (E911) enables call originating location information and telephone number identification of the calling party (that may be used as a call back number) to be transmitted to the appropriate PSAP. See the Registered Locations definition in this Section, and 911 and emergency calling advisories in this Service Guide (e.g., sections cross-referenced below).
Emergency Call Response Center (ECRC)	means the center that handles 911 calls from HVS Customers or Users that have not provided Endpoint Data in the ERSDB. The ECRC is operated 24/7/365 by Association of Public-Safety Communications Officials (APCO) trained and certified staff who obtain the caller's location information and route the 911 call and location information to the appropriate PSAP.
Emergency Routing Service (ERS)	means AT&T provided Emergency Routing Service which enables the routing of HVS 9-1-1 calls on supported Endpoints originating in the United States and its territories, to the appropriate PSAP.
Endpoint	means a hardware device or software instance that can make and receive voice calls.
Endpoint Data	means information on the specific location of an Endpoint, including GPS coordinates, municipal address, building name, floor number and/or suite number.

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Definitions of terms used in this AT&T Business VoIP Service Guide	
Term/Abbreviation	Definition
Group	A single Underlying Transport Service circuit or Session Initiation Protocol (“SIP”) trunk with AT&T IP Flexible Reach Enhanced Features.
Group Trunk Group or GTG	A routing path to a Group. Each circuit is mapped to a single GTG.
IMAP	Internet Message Access Protocol is a protocol for email retrieval The current version. IMAP Version 4 revision 1 is defined by RFC3501.
Interconnected VoIP	Voice over Internet Protocol services that meet the FCC’s definition of interconnected VoIP services, as that term is defined in Section 9.3 of the FCC’s rules. 47 CFR §9.3.
International Off-Net Call	an outbound Off-Net Call that that originates in one country and terminates in another country..
IP Phone	An IP phone is a device that uses voice of Internet Protocol I(IP) technologies for placing and transmitting telephone calls over an IP network.
Local Calling Area	In the United States, the geographic area used by local exchange carriers to set rate boundaries for billing.
Local Calls	In the United States, calls between locations within an area defined by the local exchange carrier as “local”.
MIB	Management Information Base is a database used for managing entities in a communication
MID	Managed Integration Device, The MID is AT&T Equipment required for AT&T Voice DNA when using AT&T VPN as the Underlying Transport Service. A MID is also used for the AT&T Voice DNA Site Survivability feature with any Underlying Transport Service.
Master Street Address Guide (MSAG)	The Master Street Address Guide is a database that describes the exact spelling of streets, street number ranges and other main address elements that are part of the postal address.
Most of World (MoW)	Outside of the United States
National ALI Database (nALI)	means the database that contains emergency location information pertaining to an endpoint, and User records; accepts records from all 50 states; provides Real-time Master Street Address Guide (MSAG) validation; and provides instantaneous corrections and alternatives
Nomadic Location	A location other than the primary Customer location where an enabled User can access the features and functionality of Customer’s AT&T Voice DNA service or Voice Connection with an Internet access connection using their VoIP device. A Nomadic Location is generally a temporary location.
Non-US	Outside of the US
Off-Net Call or Off-Net Calling	outbound BVoIP call that is not an On-Net Call.
On-Net Call or On-Net	An originating outbound BVoIP call that, without interconnection with the

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Definitions of terms used in this AT&T Business VoIP Service Guide	
Term/Abbreviation	Definition
Calling	PSTN, terminates on the AT&T Global MPLS Network over an AT&T VoIP service at a Site, subject to CPE compatibility.
Op Easy	OpEasy is a web-based application that supports the provisioning process for Group/Dept Administrators. Provisioning functions include: users, user features, user profiles, and templates
PSAP (Public Safety Answering Point)	In the United States, a community-designated answering point which has been designated to receive 911 calls and route them to emergency service personnel. For purposes of this Service Guide, references to the PSAP also include appropriate local emergency authorities and statewide default answering points.
PSTN (Public Switched Telephone Network)	the traditional, circuit-switched telecommunications network.
Registered Location	The Registered Location is the most recent physical location (address) information provided by the Customer or Customer End User to AT&T that identifies the physical location of the Customer End User. The Registered Location is used for routing 911 calls to the appropriate PSAP and identifying the caller's location.
Remote Site	a remote location other than the primary VoIP Site where an extension of Customer's AT&T Voice DNA® is enabled, and the User at this location has the same feature functionality as the Customer's primary AT&T VoIP Site. This applies only when Customer subscribes to the optional AT&T Voice DNA Remote Worker capability, and the Remote Site is associated with a Customer AT&T Voice DNA Site. Customer is solely responsible for installing and managing the transport requirements at the Remote Site.
Service Activation Date	the day the Service Component or Feature is made available for use by Customer
SIP 2.0	Session Initiated Protocol 2.0 is a signaling communications protocol used for controlling multimedia communications session such as voice and video over Internet Protocol (IP) networks.
Site	the physical address at which AT&T provides the VoIP service to the Customer under the terms of the Customer's contract. For premises VoIP (e.g., IP Flexible Reach), it is the location at which AT&T connects the service to the Customer's serving compatible PBX or other compatible CPE, or as otherwise specified in Customer's contract. For network business VoIP (e.g., AT&T Voice DNA service), it is the primary service address under the terms of the Customer's contract.
Site Move	the disconnection of one AT&T IP Flexible Reach US-based Site and installation of a new AT&T IP Flexible Reach Site, provided the new Site (a) is composed of identical or upgraded Service Components (except as otherwise noted for Concurrent Calls), (b) retains the same TNs; and (c) is physically located within the US Mainland.
SNMP	Simple Network Management Protocol is an Internet protocol for managing devices on IP networks

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Definitions of terms used in this AT&T Business VoIP Service Guide	
Term/Abbreviation	Definition
Standard Business Hours	between the hours of 8:00 a.m. and 5:00 p.m., local Site time, Monday through Friday, excluding AT&T recognized local holidays.
Supervisor	A supervisor is a feature within an ACD that enables management of an ACD. This feature is typically used by a team lead or manager of the Call Center to control Call Center Agents and inbound call
Template	A predefined telephone device type used to streamline implementation and to provide consistency in the deployment of device configurations across an organization
Test and Turn Up	the day upon which BVoIP service is tested by AT&T and is activated for Customer use at a Site.
Toll-Free Calls or Toll-Free Calling	an inbound only calling service. Calling charges are billed to Customer rather than the calling party, and Toll-Free calling charges apply regardless of whether or not the call originated at a Site.
Transfer	the redirection of an inbound call to a different termination point from the one that was originally called.
Unified Messaging	Unified Messaging provides voice message access via both the standard voice-based telephone user interface and as a voice message attached and delivered in the user's Email inbox. The Unified Messaging option is included with the HVS Premium Seat
United States (Also, "U.S." in the Pricing section of this Service Guide)	the fifty United States and the District of Columbia.
United States Off-Net Call	an outbound Off-Net Call that terminates in the United States.
Voice over Internet Protocol (or VoIP)	Is a technology that allows telephone calls to be made over computer networks like the Internet. VoIP converts analog voice signals into digital data packets and supports real-time, two-way transmission of conversations using Internet protocol (IP). The Internet Protocol (IP) is the principal communications protocol used for relaying datagrams (packets) across an internetwork using the Internet Protocol Suite. Responsible for routing packets across network boundaries, it is the primary protocol that establishes the Internet.

Cross References

[SD-2.4. BVoIP Technical Information](#)

[SD-2.5. 911 and E911 Emergency Calling Services](#)

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SD-1.3. Off-Net Calls within the United States*Section Effective Date: 14-Apr-2011*

Outbound long distance Off-Net Calls that originate and terminate within the United States are billed at the same per minute rate regardless of where in the United States they originate and terminate. Calling Plan C includes a bundle of such outbound Off-Net Calling minutes, and those bundled minutes are aggregated across all Customer Sites with Calling Plan C; if the aggregated minutes exceed the contracted number of bundled minutes, Customer will be billed the applicable per minute rate for the excess.

For Off-Net calling charges, consult the applicable local country Schedule of Charges. The United States Schedule of Charges is contained in section P-6 of this Service Guide.

Cross References

[SD-4.1. United States Calling Plans](#)[P-6.8.1. Rate Table BVOIP-ONC-DOM: U.S. Off-Net Outbound Calls Pricing Table](#)**SD-1.4. International Off-Net Calls***Section Effective Date: 11-Jun-2015*

Customer may make outbound International Off-Net Calls to all countries listed in International Off-Net Outbound Calls Pricing Table. Customer is billed per minute charges for International Off-Net Calls, and such charges vary based upon the country/region being called from, the country/region being called to, and the termination type.

Customer is billed per minute charges for International Off-Net Calls, and such charges vary based upon the calling country/region, the country/region being called, and the termination type.

For Off-Net calling charges, consult the applicable local country Schedule of Charges. The United States Schedule of Charges is contained in section P-6 of this Service Guide; all other Schedules of Charges are located at a restricted website, for which AT&T will provide access to Customer.

Cross References

[P-6.8.2. Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table](#)**SD-1.5. Toll-Free Calls***Section Effective Date: 08-Dec-2017*

Sites with AT&T IP Toll-Free may receive AT&T IP Toll-Free calls that originate from any location identified in section P-6.6. Customers are billed per minute charges for the first 30 seconds, then in 1 second increments thereafter.

Cross References

[P-6.6. AT&T IP Toll-Free Rates](#)

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SD-1.6. Customer Orders and Cancellation*Section Effective Date: 15-Jan-2012*

AT&T will conduct a technical interview with Customer to facilitate the development of Customer's detailed order, and to determine the technical requirements for implementing Customer's Service. AT&T will provide written confirmation to Customer confirming the details of Customer's order. AT&T will begin processing Customer's order for service once AT&T receives a signed contract and AT&T obtains from Customer all information, authorizations and approvals necessary for the implementation.

Cross References

[SD-10. AT&T Voice DNA, AT&T Voice DNA Remote Worker Deployment Statement of Work](#)

SD-1.7. Disconnect Orders*Section Effective Date: 14-Apr-2011*

To disconnect a Service or Service Component, Customer must submit a disconnect order in writing using AT&T's online form, where available, or AT&T's designated alternative procedures. Recurring charges may continue to apply for a period of 30 days from the date AT&T receives a disconnect order or until the disconnect date specified in the disconnect order if later. Customer may delay or cancel a disconnect order without charge, at any time prior to the disconnect date by submitting a written request using AT&T's online form, where available, or AT&T's designated alternative procedures.

Cross References

[P-6.4.4. Rate Table BVOIP-VDNA-SB: AT&T Voice DNA for Small Business Site Charges](#)

SD-1.7.1. Applicability of Minimum Payment Period — AT&T IP Flexible Reach only*Section Effective Date: 10-Sep-2013*

Early termination fees related to the Minimum Payment Period do not apply to:

- Site Moves, provided Customer advised AT&T that the disconnect and install orders are associated with a Site Move and Customer disconnects the original Site within 30 days of moving all TNs to the new Site.
- increases in the number of Concurrent Calls at a Site;
- decreases to the number of Concurrent Calls at a Site, provided the minimum number of Concurrent Calls after the decrease is maintained at a Site;
- upgrades to the Calling Plan at a Site (for instance, moving a Site from Calling Plan A to Calling Plan B); or
- disconnection of the AT&T IP Flexible Reach Enhanced Features Package(s) at a Site.

Cross References

[SD-5.2.8. Supported Concurrent Calls](#)

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SD-1.8. Withdrawal of Service

Section Effective Date: 30-May-2019

Withdrawal of Service. Unless otherwise required by law or regulation, AT&T may withdraw a Service or Service Component by providing at least 12 months' notice prior to the Service withdrawal or at least 6 months' notice prior to the withdrawal of a Service Component. As part of its withdrawal, AT&T may, if allowed by law and regulation, provide a reasonable substitute which will have no material adverse change in function or capabilities, and the substitute Service or Service Component will be provided under the same price and term as the withdrawn Service or Service Component. If the new Service or Service Component requires new or additional AT&T or Customer equipment, AT&T will provide the new or additional equipment at no cost to Customer. Customer shall have the right to reject the substitute Service and Service Component by providing Notice to AT&T of its rejection and its intent to terminate within 30 days following the installation of the substitute Service or Service Component.

SD-1.9. Inbound Access Control Lists

Section Effective Date: 28-Feb-2017

The inbound access control list on the AT&T-managed router for AT&T IP Flexible Reach on AT&T Dedicated Internet (ADI) (formerly known as AT&T Managed Internet Service (MIS)) is configured to allow for SIP (User Datagram Protocol or 'UDP' 5060) traffic originating only from the AT&T Global MPLS Network infrastructure. This inbound access control list configuration prevents unauthorized voice traffic from reaching the PBX/Session Border Controller ("SBC"). Without this inbound access control list configuration, the PBX/SBC is vulnerable to Internet-originated unauthorized access and fraudulent activity.

Upon written request, in a form approved by AT&T, AT&T's managed router technical support team will open up access to SIP traffic from/to the Internet, to allow Customer to use other applications using SIP. IF THE ROUTER FOR AT&T FLEXIBLE REACH IS CONFIGURED TO ALLOW ACCESS TO SIP TRAFFIC (OTHER THAN FOR USE WITH AT&T SERVICE) BY CUSTOMER OR BY AT&T AT CUSTOMER'S REQUEST: (1) CUSTOMER IS ADVISED TO WORK WITH ITS PBX/SBC VENDOR TO SECURE THE PBX/SBC PRIOR THERETO; (2) AT&T SHALL HAVE NO LIABILITY WHATSOEVER (UNDER AT&T NetPROTECT OR OTHERWISE) AND DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, FOR ANY AND ALL COSTS, DAMAGES, CLAIMS OR CONDITIONS THAT, IN ANY MANNER, ARISE FROM OR RELATE TO ANY RESULTING UNAUTHORIZED ACCESS AND/OR FRAUDULENT CALLS; AND (3) CUSTOMER SHALL DEFEND, INDEMNIFY AND HOLD AT&T HARMLESS FROM ANY AND ALL COSTS (INCLUDING REASONABLE ATTORNEYS FEES), DAMAGES AND CLAIMS THAT, IN ANY MANNER, ARISE FROM OR RELATE TO ANY RESULTING UNAUTHORIZED ACCESS AND/OR FRAUDULENT CALLS.

SD-1.10. AT&T NetPROTECT

Section Effective Date: 21-Jun-2012

AT&T NetPROTECT capabilities enable Customer to reduce the risk of Remote Toll Fraud.

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Definitions

Covered Calls – AT&T International Outbound Long Distance Direct Dial calls from a CTS, AT&T International Operator Assistance calls from a CTS billed to the CTS location, and AT&T domestic toll-free calls to a CTS, not including AT&T IP Toll-Free and AT&T International Toll-Free Service.

- Customer Telephone System (CTS) - a Private Branch Exchange (PBX) or electronic key system or a Customer Site served by Centrex service that is (a) owned or leased (or in the case of Centrex, subscribed to) by Customer, (b) subject to Customer's direct control, (c) located in the US Mainland, Hawaii, Puerto Rico or the US Virgin Islands, and (d) not located in a Licensed Space Arrangement.
- Basic CTS – a CTS covered by NetPROTECT Basic.
- Plus CTS – a CTS certified by AT&T to be covered by NetPROTECT Plus.
- Premium CTS – a CTS certified by AT&T to be covered by NetPROTECT Premium (a Centrex location may not be a Premium CTS).
- Remote Toll Fraud - unauthorized Covered Calls made by remotely accessing a CTS, but not including calls made by, in collusion with, or as the result of the intentional acts (including the provision of information or assistance to unauthorized parties) of, Customer or its past or present employees, agents, vendors or independent contractors. A series of such unauthorized Covered Calls that arise from the same instance of a breach of CTS security comprise a single Remote Toll Fraud incident.
- AT&T Notification - a telephone call by AT&T to Customer to notify Customer of suspected Remote Toll Fraud.
- Customer Notification - a telephone call by Customer to the AT&T NetPROTECT Fraud Monitoring Center at 1-800-821-8235 (or such other telephone number designated by AT&T) to notify AT&T of suspected Remote Toll Fraud.

General NetPROTECT Requirements

Customer must immediately make a Customer Notification when it detects suspected Remote Toll Fraud. Customer will cooperate reasonably and promptly with AT&T's investigation of suspected Remote Toll Fraud, including providing a written description of the means by which the Remote Toll Fraud occurred (if known), the changes made to the CTS to stop the Remote Toll Fraud, and any password(s) used to remotely access the CTS.

To make a claim under an AT&T NetPROTECT liability cap or liability waiver for Remote Toll Fraud not subject to AT&T Notification, Customer must (a) identify in writing any calls claimed to be Remote Toll Fraud within six months after the date of the AT&T bill that contains charges for such calls, and (b) establish (e.g., by way of call detail, station message detail recording system configuration documentation, etc.) that each call is Remote Toll Fraud.

To the extent the AT&T NetPROTECT liability cap or liability waiver reduces or eliminates any charges for which Customer otherwise would be liable, AT&T will have the right to pursue, on its own behalf, any claims Customer may have against third parties arising in connection with the associated Remote Toll Fraud.

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AT&T NetPROTECT Basic

AT&T NetPROTECT Basic Service is available to all Customers including AT&T IP Flexible Reach, AT&T Voice DNA®, AT&T Voice DNA® and Remote Worker with Secure Voice Tunnel Option except those who are acting in the capacity of a reseller or wholesaler. The following are not covered by AT&T NetPROTECT Basic: AVOICS customers, AT&T IP Toll-Free customers, AT&T International Toll-Free, customers, AT&T Voice DNA Remote Worker without Secure Voice Tunnel Option; calls carried on an unrestricted or opened SIP Port #5060, regardless of whether equipment is managed by AT&T or the Customer; customers who provide Audio and/or Video Teleconference service; calls carried on an audio or video teleconference bridge; and Prepaid Card Providers. NetProtect does not cover any fraud event that originates on or otherwise utilizes a non-covered service.

AT&T NetPROTECT Basic applies (at no charge) with respect to Covered Calls to or from a Basic CTS, unless Customer subscribes to AT&T NetPROTECT Premium or AT&T NetPROTECT Plus. Under AT&T NetPROTECT Basic, Customer's liability is capped at \$25,000 for charges for Remote Toll Fraud calls that commence before an AT&T Notification or a Customer Notification. The liability cap applies for a one time only Remote Toll Fraud incident, based on the combined charges at all Basic CTSs affected by such incident.

If Customer makes a Customer Notification with respect to a Remote Toll Fraud incident before AT&T makes an AT&T Notification, the liability cap will be reduced by 50% with respect to that incident. To be eligible for such liability cap reduction, Customer must (within six months after the Customer Notification) provide a written explanation of the means used to detect, and the changes made to the CTS to stop, the Remote Toll Fraud.

Customer is liable for all charges for Remote Toll Fraud calls that commence after an AT&T Notification or a Customer Notification.

AT&T NetPROTECT Plus

AT&T NetPROTECT Plus Service is available to all Customers including AT&T IP Flexible Reach, AT&T Voice DNA®, and AT&T Voice DNA Remote Worker with Secure Voice Tunnel Option, except those who are acting in the capacity of a reseller or wholesaler. The following are not covered by AT&T NetPROTECT Plus: AVOICS customers; AT&T IP Toll-Free customers; International Toll-Free customer; AT&T Voice DNA® Remote Worker without Secure Voice Tunnel Option; calls carried on an unrestricted or opened SIP Port #5060, regardless of whether equipment is managed by AT&T or the customer; customers who provide Audio and/or Video Teleconference service; calls carried on an audio or video teleconference bridge; and Prepaid Card Providers. NetProtect does not cover any fraud event that originates on or otherwise utilizes a non-covered service.

AT&T NetPROTECT Plus is a value-added Remote Toll Fraud protection and notification plan that applies with respect to Covered Calls to or from a Plus CTS. When AT&T certifies Customer's CTS as a Plus CTS, Customer's liability is initially capped at \$2,000 for charges for Remote Toll Fraud calls that commence before an AT&T Notification or a Customer Notification. The liability cap applies once across all Plus CTSs affected by each Remote Toll Fraud incident. After each Remote Toll Fraud incident, the liability cap will be increased by \$2,000.

If Customer makes a Customer Notification with respect to a Remote Toll Fraud incident before AT&T makes an AT&T Notification, the liability cap will be reduced by 50% with

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respect to that incident. To be eligible for such liability cap reduction, Customer must (within six months after the Customer Notification) provide a written explanation of the means used to detect, and the changes made to the CTS to stop, the Remote Toll Fraud.

When suspected Remote Toll Fraud is detected, AT&T will attempt to make an AT&T Notification and assist Customer's efforts to stop the suspected Remote Toll Fraud. AT&T will block all Covered Calls out of the Plus CTS until the problem has been isolated and corrected if Customer gave AT&T written authorization for such blocking at the time of service implementation. At any time during a suspected Remote Toll Fraud incident, AT&T will block all or a portion of Covered Calls out of the Plus CTS, at Customer's request (if Customer did not provide written authorization for such blocking prior to the incident, Customer must send AT&T a written confirmation of such authorization within three hours after a verbal request). AT&T will restore blocked service at any time during the incident at Customer's request.

Customer is liable for all charges for Remote Toll Fraud calls that commence after an AT&T Notification or a Customer Notification. If a Remote Toll Fraud incident triggers application of the liability cap, the affected CTS will not be covered again by the liability cap until 30 consecutive days have passed without a subsequent Remote Toll Fraud incident affecting the same CTS.

Customer must provide the following information to the AT&T NetPROTECT Service Establishment Group to be eligible for the liability cap:

- a written list of all telephone numbers, both outbound and toll-free (if applicable), assigned to each Plus CTS location (the liability cap will not apply for usage associated with numbers not included on such list)
- a completed Customer profile form for each Plus CTS, describing the type of CTS, service configuration, calling volumes and patterns to foreign destinations
- current contact information (e.g., telephone number, electronic mail address, pager and PIN number, wireless telephone number and/or facsimile number) at which an authorized Customer representative can be contacted 24 hours per day, 7 days per week (such representative shall have the authority to take necessary action to stop suspected Remote Toll Fraud affecting the Plus CTS)
- immediate written updates to the information provided under this Section, signed by an authorized Customer representative
- description of any change to Plus CTS that could affect the security of the Plus CTS (to be provided before the change is implemented)

After the NetPROTECT Service Establishment Group has determined that Customer has satisfied all NetPROTECT Plus requirements, it will provide a CTS Certification package to Customer, which package will identify the service effective date that the specified CTS will be considered a Plus CTS. If the NetPROTECT Service Establishment Group determines that Customer has failed to satisfy the NetPROTECT Plus requirements, the NetPROTECT Service Establishment Group will advise Customer of the requirement(s) that have not been satisfied.

Customer must notify the AT&T NetPROTECT Service Establishment Group in writing thirty days prior to its date of discontinuance. If Customer replaces AT&T NetPROTECT Plus with

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AT&T NetPROTECT Premium, the nonrecurring charge for installation of AT&T NetPROTECT Premium will be reduced by the nonrecurring charges paid by Customer for installation AT&T NetPROTECT Plus.

NetPROTECT Premium

AT&T NetPROTECT Premium Service is available to all Customers including AT&T IP Flexible Reach, AT&T Voice DNA®, and AT&T Voice DNA® Remote Worker with Secure Voice Tunnel Option, except those who are acting in the capacity of a reseller or wholesaler. The following are not covered by AT&T NetPROTECT Premium: AVOICS customers; AT&T IP Toll-Free customers, International Toll-Free customers; AT&T Voice DNA® Remote Worker without Secure Voice Tunnel Option; calls carried on an unrestricted or opened SIP Port #5060, regardless of whether equipment is managed by AT&T or the customer; customers who provide Audio and/or Video Teleconference service; calls carried on an audio or video teleconference bridge; and Prepaid Card Providers. NetPROTECT does not cover any fraud event that originates on or otherwise utilizes a non-covered service.

AT&T NetPROTECT Premium is a value-added Remote Toll Fraud protection and notification plan that applies with respect to Covered Calls to or from a Premium CTS. When AT&T certifies Customer's CTS as a Premium CTS, Customer is not liable for charges for Remote Toll Fraud calls that commence during the Protected Period for that Premium CTS.

The Protected Period for a Premium CTS is the period from the commencement of AT&T NetPROTECT Premium protection for the Premium CTS through two hours after any AT&T Notification or Customer Notification involving the Premium CTS. When the Protected Period has terminated as a result of an AT&T Notification or a Customer Notification, it will not recommence for the Covered Premium CTS in question until seven days after such termination (or until seven days after a subsequent AT&T Notification or Customer Notification that would have terminated the Protected Period if the Protected Period had been in effect for that Premium CTS).

The Protected Period does not include any period during which Customer has (a) failed to satisfy any of its responsibilities related to the Premium CTS or (b) failed to implement a restriction recommended by AT&T during an active Remote Toll Fraud incident. Any Remote Toll Fraud that involves a Premium CTS and that occurs when the Protected Period is not in effect for that Premium CTS will also be deemed not to have occurred during the Protected Period for any other Premium CTS involved in the same Remote Toll Fraud incident (regardless of whether the Protected Period otherwise would have been in effect for such Premium CTS).

Customer must comply with the following requirements to be eligible for the AT&T NetPROTECT Premium liability waiver:

- Customer must change all manufacturer's or vendor's default passwords on all Premium CTS equipment to a random password with a minimum of seven alphanumeric characters.
- Customer must protect all network test units and all remote maintenance ports, on all Premium CTS equipment by (a) requiring human intervention for external access to all such network test units and remote maintenance ports, (b) installing a security device

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that uses password encryption or a callback device, or (c) requiring use of a password that complies with the following password requirements:

- Passwords must be changed at least every three months.
 - Passwords cannot be used more than once.
 - Customer must be able to produce accurate, dated records of all passwords used and to whom these passwords were distributed.
 - Passwords must be a minimum of seven characters in length.
 - Passwords must be comprised of a minimum of three letters and a minimum of three numbers and/or special characters (such as #, !, or *).
 - Passwords may not include sequential or repetitive numbers or letters that form common English words.
- Customer must block or prevent all call transfer capability external to each Covered Premium CTS by voice mail and auto attendant systems on each Covered Premium CTS except call transfer capability to another Covered Premium CTS.
 - Customer must protect Direct Toll-Free System Access on each Covered Premium CTS by: (a) requiring human intervention for all external access, (b) installing a security device that uses password encryption or a callback device, or (c) utilizing single string security codes containing at least seven digits plus a secondary code of at least 4 digits (or another combination of codes that provides less than a 1 in 12,000 chance of dialing an authorized code number on a single, randomly dialed attempt).
 - Customer must deactivate all trunk verification codes on each Premium CTS.
 - Customer must provide a written list of all telephone numbers, both outbound and toll-free (if applicable), assigned to each Premium CTS location (the liability waiver will not apply for usage associated with numbers not included on such list).
 - Customer must provide a written list of the PBX/Key System Model and Version, PBX/Key System Vendor and Maintenance Contact Number(s), Voice Mail Model, and Auto Attendant Model, as applicable.
 - Customer must provide a completed Customer profile form for each Premium CTS, describing the type of CTS, service configuration, calling volumes and patterns to foreign destinations.
 - Customer must provide current contact information (e.g., current telephone number, electronic mail address, pager and PIN number, wireless telephone number and/or facsimile number) at which an authorized Customer representative can be contacted 24 hours per day, 7 days per week (such representative shall have the authority to take necessary action to stop suspected Remote Toll Fraud affecting the Premium CTS).
 - Customer must provide a completed network security certification form as provided by the AT&T NetPROTECT Service Establishment Group.
 - Customer must provide immediate written updates to the information provided under this Section, signed by an authorized Customer representative.

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- Customer must provide description of any change to Premium CTS that could affect the security of the Premium CTS (to be provided before the change is implemented).
- Customer must obtain all Toll-Free calling capability associated with a Premium CTS from AT&T.
- If the Premium CTS is connected by private line to any other CTS, such other CTS must also be a Premium CTS (except that a Premium CTS may be connected by private line to a CTS not located within the US Mainland, Hawaii, Puerto Rico or the US Virgin Islands, in which case the liability waiver does not apply to any usage charges for Remote Toll Fraud that accessed a Premium CTS on such private line).
- Customer must allow AT&T to connect Customer with Customer's CTS vendor or a qualified external organization that can work remotely with Customer to eliminate Remote Toll Fraud.
- Customer must either purchase or perform an annual security review of its equipment and including all adjuncts and incoming and outgoing trunks to determine what security measures are required to better secure Customer's network. Customer must provide a copy of the results of this review to the AT&T NetPROTECT Fraud Management Center for review. Customer must implement security recommendations of the AT&T NetPROTECT Fraud Management Center resulting from this review.
- Customer must permit AT&T to review Customer's equipment configuration upon demand, on a random or spot check basis (no more than twice a year per CTS location). If Remote Toll Fraud occurs, another CTS review will be performed immediately to determine the cause of the Remote Toll Fraud.
- Customer must permit an AT&T representative to enter and conduct a contract compliance review of any Premium CTS location if requested to investigate suspected Remote Toll Fraud.

After the NetPROTECT Service Establishment Group has determined that Customer has satisfied all NetPROTECT Premium requirements, it will provide a CTS Certification package to Customer, which package will identify the service effective date that the specified CTS will be considered a Premium CTS. If the NetPROTECT Service Establishment Group determines that Customer has failed to satisfy the NetPROTECT Plus requirements, the NetPROTECT Service Establishment Group will advise Customer of the requirement(s) that have not been satisfied.

Customer must notify the AT&T Service Establishment Group in writing at least thirty days prior to the date of discontinuance. If Customer replaces AT&T NetPROTECT Premium with AT&T NetPROTECT Plus, all nonrecurring installation charges associated with AT&T NetPROTECT Plus will be waived.

As new methods of Remote Toll Fraud become apparent, AT&T periodically will inform Customer of such new methods and the recommended remedial action required of Customer to protect all Premium CTS locations. If Customer does not comply with these recommendations, the NetPROTECT Premium Liability Waiver will not apply with respect to any charges associated with such new methods of Remote Toll Fraud. Additionally, if Customer does not secure all Covered Premium CTS equipment against the new methods

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of Remote Toll Fraud, AT&T will not be obligated to continue AT&T NetPROTECT Premium Service.

SD-1.11. BVOIP Testing

Section Effective Date: 21-Jul-2017

If Customer reports a BVoIP service issue and AT&T determines that the issue is occurring or occurred in the Customer's network, Customer may request AT&T's assistance to resolve the issue. If assistance is requested, AT&T reserves the right to assess a BVOIP Testing and Resolution Charge.

Cross References

[P-6.3.5. Rate Table: BVOIP-TC-NRC-BVOIP Testing – Non-Recurring Charge](#)

SD-2. Billing

Section Effective Date: 15-May-2012

Billing for AT&T BVoIP Service at each Customer BVoIP Site will begin on the day after the actual Service Activation Date at that Customer BVoIP Site. If Customer is not ready to accept AT&T BVoIP at a Customer BVoIP Site for any reason (including, but not limited to, a failure to fully comply with all AT&T provided instructions and requirements) on the scheduled Due Date for the Services and AT&T is prepared and able to provide the Service to the Customer on that date, AT&T may commence charging Customer for the Service at that Customer BVoIP Site on the day after the scheduled Due Date. Customer is solely responsible for ensuring that its premises are configured correctly to support the AT&T BVoIP service. AT&T offers LAN configuration and installation services for AT&T BVoIP services at an additional charge. Contact your AT&T sales representative for information regarding these additional services. If Customer decides not to use AT&T for LAN configuration and installation, Customer is responsible for ensuring that the LAN installation satisfies the requirements of the AT&T BVoIP service.

Due to AT&T billing systems, charges for AT&T BVoIP Services may be described on invoices in a variety of ways: charges may be described as "BVoIP" or "Voice over IP" services; AT&T Voice DNA charges may appear as charges for "Centrex" or "IP Centrex"; charges for AT&T Voice DNA Remote Worker may be described as "QoS Management"; charges for AT&T IP Toll-Free may appear as "VOIP Inbound Charges"; and, AT&T Voice DNA for Small Business may appear as "VDNASB". AT&T is working on correcting these inconsistencies.

SD-2.1. Method of Invoicing for Service

Section Effective Date: 17-May-2016

AT&T shall submit to Customer one invoice per month in each country in which Service is rendered, with charges rendered in the currency specified in the Customer agreement or the applicable Schedule of Charges. If AT&T submits an invoice for a Service in a currency that is different from the currency listed in the Customer Service Agreement or the Schedule of Charges, AT&T will calculate the invoice amount using an exchange rate to convert the rate to the currency used for invoicing. AT&T will use the following currency conversion method:

Each month on the first business day following the 15th day of the current calendar month, AT&T shall obtain an average exchange rate to convert the rate to the currency used in the invoice. The average exchange rate will be calculated as the average of the closing rates

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published by Bloomberg L.P.- New York Composite – 5:30 PM US Eastern time from the 1st business day following the 15th day of the preceding calendar month through the 15th day (or closest immediately preceding business day) of the current calendar month. This average exchange rate will be effective for all invoices issued between the first business day following the 15th day of the current calendar month to the 15th day of the next calendar month.

If a Bloomberg L.P. – New York Composite average exchange rate is not available, AT&T will calculate the invoice amount using the currency exchange rate established for such currency conversions published by the Central Bank (or a similarly designated institution deemed acceptable by AT&T as a source for currency exchange rates) for the country in which the invoice is delivered as of the date indicated on the Invoice. If a currency exchange rate is not available as of the date indicated on the invoice, AT&T will use the currency exchange rate available for the first date prior to the invoice date.

SD-2.2. Reports

Section Effective Date: 26-Apr-2017

BVoIP Customers, except Voice Connection Customers, will have online access (via the AT&T BusinessDirect® or Premier portals) to reports and other information, including lists of:

- account information and contacts;
- Customer information;
- AT&T managed router information;
- Customer-managed router information (for AT&T IP Flexible Reach, AT&T IP Toll-Free and AT&T Voice DNA on AT&T VPN Service with Customer-managed router only);
- call detail reports*; and
- call summary reports*.

AT&T IPTF customers will also have access to the Network Management tools on AT&T BusinessDirect® that support Toll-Free applications, which include AT&T Call Detail, AT&T Toll-Free Routing Control and AT&T Toll-Free Network Call Attempts. Trunk utilization reports are not available for AT&T IPTF customers. AT&T IPTF customers who subscribe to AT&T IP Transfer Connect will have online access to the AT&T IP Transfer Connect usage summary and detail reports.

*AT&T BusinessDirect® Network Performance Reporting (NPR) is a call quality measurement tool that is intended to assist AT&T customers with call performance and troubleshooting analysis. The Call Usage and Call Volume reports available in NPR are provided for informational and trending purposes only, and are not intended to reflect an accurate tally of all calls.

For an accurate tally of billable calls on your account, please refer to the corresponding e-Bill report.

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SD-2.3. Telephone Numbers

Section Effective Date: 23-Feb-2017

Customer has no property right in any telephone number(s) assigned to it by AT&T for use with AT&T IP Flexible Reach, AT&T VDNA, or Voice Connection services, and AT&T may change telephone numbers at any time for technical or operational reasons, or due to errors in number assignment, upon notice to Customer. AT&T may limit the type, location or quantity of telephone numbers made available to any Customer at any time and at AT&T's sole discretion.

White Pages and Directory Assistance listings are subject to (1) White Page Listing rules and guidelines and requirements of Directory Assistance providers, including but not limited to AT&T Affiliates, relating to the information which may, may not or must be included in listings, and (2) federal, state and local laws, ordinances and regulations, including those relating to deceptive practices and deceptive advertising. Customer (not AT&T) is solely responsible for complying with (1) and (2). If Customer supplies information to AT&T that, according to the White Page Listing Rules or Directory Assistance provider or otherwise, violates (1) or does or may violate (2), Customer understands that its listing information may, without advance notice, be rejected or removed from White Pages and Directory Assistance databases, and Customer will indemnify and hold AT&T and its Affiliates harmless from any and all losses, liability, damages, penalties, fines, claims, costs or expenses (including attorneys' fees) of any kind, suffered by AT&T, by any AT&T Affiliate, by Customer or by any third party as a result of Customer's breach of its obligation.

• Porting of Telephone Numbers

Where permitted in a country, Customer may port telephone numbers to AT&T from another carrier and may request another carrier to port a telephone number from AT&T. There are mandated rules and regulations regarding the porting of numbers to and from AT&T. Talk to your AT&T representative if you have any questions regarding the porting of a telephone number.

In Most of World AT&T may use a number hosting partner for ported telephone numbers.

Customer may port telephone numbers from another carrier for use with its Calling Plans B, C or E, provided that:

- the telephone numbers to be ported are from Local Calling Areas in which AT&T offers AT&T IP Flexible Reach, AT&T VDNA and Voice Connection services, and,
- the location at which Customer wishes to use the ported numbers is within the area in which AT&T offers AT&T IP Flexible Reach, AT&T VDNA and Voice Connection services.

There is no separate charge for the porting of telephone numbers to AT&T, unless Customer requests expedited porting. Customer must advise AT&T of its request to port existing telephone numbers to AT&T, and AT&T will process the request as required with the other carrier. Customer may port existing telephone numbers assigned to Customer for use with its AT&T IP Flexible Reach Calling Plans B or C, or AT&T Voice DNA Calling Plans B, C or E to another carrier. Customer's new carrier must interconnect and receive ported telephone numbers in the same Local Calling Area with which the ported out telephone numbers are normally associated. There is no separate charge for the porting out of telephone numbers, unless Customer requests expedited porting. Customer must contact their new carrier and

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request that their AT&T telephone number be ported to the new carrier, and the new carrier must process the customer's request as required by AT&T.

For additional information regarding porting of telephone numbers that are working with your Voice DNA for Small Business service, see the section entitled "AT&T Voice DNA for Small Business Service" cross-referenced below.

- **Toll-Free Numbers**

Customer can select AT&T as the RespOrg for existing toll-free and vanity numbers to AT&T. Customer may also obtain new toll-free numbers or obtain new vanity toll-free numbers. This Service Guide doesn't give any customer, assignee, or transferee any interest or proprietary right in any Toll-Free Service telephone number.

Assignment and Reservation of International Freephone Numbers (IFN)

Customer authorizes AT&T to act as its agent in the procurement or management of International Freephone Numbers to permit the completion of AT&T IP Toll-Free calls originating in locations other than the US or Canada. AT&T may act on Customer's behalf to attempt to secure for Customer at least the same degree of portability with respect to such numbers as Customer enjoys under US law. Customer retains the right to act directly on its own behalf with regard to such matters.

Universal International Freephone Numbers (UIFN)

A Universal International Freephone Number is used to dial toll-free calls from certain countries other than the US or Canada using a single Universal International Freephone Number. Customer must reserve and install a Universal International Freephone Number for use with the Universal International Freephone Number Feature. To realize maximum coverage for calling from a country, Customer should maintain service with all available carriers within that country.

AT&T provides International Toll-Free Service (ITFS) and UIFN Customers toll-free numbers supplied by its partner carriers. These carriers may reclaim international toll-free numbers that are not used on a monthly basis. To avoid disconnection of international toll-free numbers for lack of usage, Customer must make a minimum of two test calls every month.

Cross References

[SD-11. AT&T Voice DNA for Small Business Service](#)

[SD-11.1. Telephone Number Port-out Requests](#)

[P-6.3.2. Telephone Number Charges](#)

SD-2.4. BVoIP Technical Information

SD-2.4.1. AT&T BVoIP Limitations

Section Effective Date: 14-Apr-2011

AT&T BVoIP Service will not operate in any situation in which the underlying AT&T transport service is not in service or is otherwise not functioning, or where Customer does not have electric service or is experiencing an electricity outage, or where Customer's equipment is not

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operating or is unable to obtain access to AT&T transport service or the internet, as the case may be.

Customer and Users may not place calls from or through a Customer BVoIP Site in excess of the Concurrent Call capacity ordered by Customer at that Customer BVoIP Site. Calls in excess of the Concurrent Call capacity will be blocked. It is recommended that Customer provides alternative or back-up access to the PSTN for each Registered Location so that BVoIP calls above the Concurrent Call capacity ordered for the Customer BVoIP Site, or which are blocked or unable to be completed for any other reason, can be completed using the PSTN.

SD-2.4.2. Government Emergency Telecom Service (GETS) (US only)

Section Effective Date: 16-Apr-2011

AT&T BVoIP supports GETS (Government Emergency Telecommunications Services) calling for authorized Users. GETS calls can be initiated by dialing 1-710-627-4387.

GETS is used by government and other designated personnel during crises or emergencies to provide priority processing for local and long distance calls on the public switched telephone network.

SD-2.5. 911 and E911 Emergency Calling Services

Section Effective Date: 31-Aug-2019

AT&T BVoIP Services utilize a digital technology called Voice over Internet Protocol, which allows voice calls to be made from a device using a broadband connection, including a wired connection, a Wi-Fi connection, or a wireless data plan purchased in connection with a wireless service. This Section provides important information for Customer about emergency calling, including 911/E911 services in the US and Most of World for AT&T BVoIP Services classified as Interconnected VoIP – AT&T IP Flexible Reach (except Calling Plan A), AT&T Voice DNA and Voice Connection.

For BVoIP Services that AT&T sells on a per seat basis, each seat must only be used by a single user to make a single call at one time. AT&T may audit for compliance with this use restriction. Customers that fail to comply will be responsible for any applicable state 911 fees and penalties resulting from Customer's noncompliance.

In some instances, 911 service may not be available when using an Interconnected VoIP service or may be limited in comparison with traditional 911 telephone or CMRS service. These instances include, but are not limited to:

- 9-1-1 is dialed from a location other than the Registered Location last provided;
- The broadband connection (wired, wireless and/or WI-FI) has been disrupted or impaired;
- The data service upon which the broadband connection is dependent is terminated or is disrupted or impaired;
- Loss of electrical or battery power;
- Customer or User terminal equipment is not configured correctly;
- Applicable equipment set-up instructions are not properly followed;

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- Delays have occurred in processing a newly updated registered location;
- Use of a non-native telephone number; and
- The device is not located in the United States of America, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI or American Samoa.

Customer has the option of using an alternative provider for 911/E911 services. A Customer that elects this option must make independent arrangements with the alternative provider for the submission and maintenance of User information, including Registered Location information, and make arrangements for the updating of such information. In the event any 911/E911 calls from such Customer are routed to a PSAP using an AT&T BVoIP Service, AT&T will provide the PSAP the Registered Location information given to AT&T by Customer. Customer is solely responsible for the continuing accuracy of Registered Location information. This alternative provider option is not available for AT&T VDNA services.

Failure to update Registered Location information may result in emergency calls being routed to the incorrect PSAP, preventing or delaying emergency response. For additional information, including instructions on how to update Registered Location information for each Service, refer to the Service specific section below.

In the US only, 911/E911 is provided with AT&T BVoIP services classified as Interconnected VoIP (e.g., AT&T IP Flexible Reach with Calling Plan B or C, AT&T Voice DNA® or AT&T Voice DNA® for Small Business).

Pursuant to FCC 911 regulatory requirements, Customer and Users cannot “opt-out” of access to 911/E911 service.

Cross References

[SD-2.5.4. Emergency Calling Most of World](#)

SD-2.5.1. Registered Location

Section Effective Date: 12-Mar-2014

When 911 is dialed over an Interconnected VoIP Service, the Registered Location is used for PSAP routing (i.e., it determines which PSAP will receive the 911/E911 call) and forms the basis of the ALI delivered to the PSAP that the PSAP uses to identify the calling party’s actual location

The 911 call is routed to a PSAP based on the Registered Location information provided by Customer.

Prior to the initial activation of AT&T BVoIP services at any Site or location, Customer must provide AT&T the correct Registered Location information for each User telephone number (including virtual telephone numbers (VTNs)) that may be used for voice calling, according to AT&T prescribed practice.

Customer or Customer’s User, as applicable, is responsible for updating the Registered Location information following the prescribed practices for the specific BVoIP service to reflect a temporary or permanent change in the location from which the Service will be accessed. Registered Location information should also be updated before use of relocated CPE (including mobile devices) or use of non-native or virtual telephone numbers.

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Although AT&T provides one or more ways for the Customer and Customer User to update the Registered Location, there may be delay between the time that a new Registered Location is provided by Customer or Customer User and the time that the new Registered Location information populates into the appropriate databases. The duration of such delay will vary with the service, and can range from the typical minutes, to hours or days.

Customer is solely and continuously responsible for ensuring the accuracy of the Registered Location information to ensure emergency calls are routed to the appropriate PSAP. Customer is fully liable, and shall indemnify AT&T, for all losses, claims and damages that may result from any inaccurate Registered Location information.

SD-2.5.1.1. AT&T IP Flexible Reach Service

Section Effective Date: 11-Jul-2017

For AT&T IP Flexible Reach with Calling plans B or C, the Registered Location(s) for all Users telephone numbers will typically be the Customer Site address(es) for the AT&T IP Flexible Reach Service (i.e., the address of the interface point(s) for connection of the Service directly to Customer's PBX(s) or other compatible Customer or User CPE), and each Branch Office Extension location of which Customer notifies AT&T in compliance with the requirements of this Service Guide. When updating the Registered Location, the Customer can elect to use an individual IP Flexible Reach telephone number or a main telephone number associated with a particular site location.

For each physical address served by that Customer PBX, there can be only one Registered Location (address) for all Users at that address. If Customer wishes to have more detailed location information for that Registered Location available to the PSAP for AT&T BVoIP service with Calling Plans B or C, Customer must make independent arrangements for the submission and maintenance of that individual User information, make arrangements for the updating of such information and ensure that the PBX is cable of supporting this function.

Customer must ensure with Calling Plan A that its back up access to the PSTN also provides for the completion of emergency calls.

Customer must contact AT&T to inform AT&T of any change to Customer Registered Location information. Customer should contact its Account Executive or the Business Office located on their invoice.

Customer must contact its Account Executive or the AT&T Sales Center to make any changes to its Registered Location information. If Customer is moving a telephone number from one Site or BOE to another, Customer must comply with Section 5.4.3.

SD-2.5.1.2. AT&T VDNA Services

Section Effective Date: 12-Mar-2014

AT&T Voice DNA® enables nomadic use of the BVoIP service, which means a User may connect its BVoIP CPE to a broadband connection at any address, and have access to the Service. When a VDNA User disconnects its CPE from its connection to the Service, outgoing call capability will be disabled until the User registers a new physical location with AT&T under the AT&T prescribed process for registering new Registered Locations. Outgoing call capability will be restored once the Registered Location is accepted by AT&T.

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For AT&T Voice DNA®, the Registered Location will be the physical address of each User; for AT&T Voice DNA® for Small Business, the initial Registered Location is typically the Customer Site address.

When an AT&T Voice DNA® User without a dialable 10-digit number originates a 911 call, the Voice DNA® Service directly routes the call to the appropriate local PSAP associated with the User's Registered Location, however, the caller ID information presented to the PSAP is the Customer-designated "Default Calling Number" (DCN) for the physical location of the User. The User's extension number will NOT be passed to the PSAP. Customer must advise Users of the importance of providing their name and exact location to the emergency operator. It is also important that the DCN for the Customer location be a telephone number that is answered by someone who can immediately assist the PSAP in identifying the caller needing emergency services. Therefore the DCN can never be: (1) an Auto Attendant telephone number; or, (2) the lead number of a Call Distribution queue; or, (3) an "unmanned" station; or, (4) a telephone number that is used to access voicemail; or, (5) a telephone number used for IP Toll-Free service.

SD-2.5.1.3. Hosted Voice Service – Registered Location

Section Effective Date: 22-Nov-2014

For HVS, the Registered Location for a Customer or Customer User is the physical address (building number and street name) where the HVS service is being used. Customer may update the "Registered Location" by contacting the AT&T 911 Center, its Account Executive, or the Business Office located on its invoice.

SD-2.5.1.4. Voice Connection

Section Effective Date: 22-Sep-2014

Voice Connection enables nomadic use of the VoIP service, which means a User may connect its VoIP CPE to a broadband connection at any address, and have access to the Service. When a Voice Connection User disconnects its CPE from its connection to the Service and moves to another location, the User must register a new physical location with AT&T under the AT&T prescribed process for registering new Registered Locations. For Voice Connection, the Registered Location will be the physical address of each User.

AT&T may not be able to display caller line information ("CLI") in the event that calls do not originate from an E.164 number, and it may not be possible to connect calls when CLI cannot be displayed.

SD-2.5.2. Advanced E911 Option for Hosted Voice Service

SD-2.5.2.1. Advanced E911 Option Overview

Section Effective Date: 22-Nov-2014

The Advanced E911 option routes HVS 911 calls, including precise physical location information for the HVS Customer or User, to the appropriate Public Safety Answering Points ("PSAP") in those areas where the Advanced E911 option is supported by a PSAP. The Advanced E911 option has two 911 routing scenarios. The primary routing scenario uses a managed Emergency Routing Service (ERS) that enables a HVS Customer to access an Enhanced 911 ("E911") database to load, change, or update physical location information ("Endpoint Data") for

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HVS Endpoints. Using the Customer-provided Endpoint Data, the ERS routes 911 calls, with the physical location information, to the appropriate Public Safety Answering Points (“PSAP”). The second routing scenario is used if the HVS Customer or User does not submit Endpoint Data in the E911 database. In such instances, the HVS Customer or User must provide its physical location to an Emergency Call Response Center at the time of the 911 call, and the center routes the call to the appropriate PSAP.

SD-2.5.2.2. Address Validation and Endpoint Data Registered Location updates

SD-2.5.2.2.1. ERS

Section Effective Date: 22-Nov-2014

Customer subscribers will submit Endpoint Data updates to the ERS data base by using the Interface provided with ERS. With each address submitted, the ERS will process a master street address guide (“MSAG”) validation to ensure that a HVS 911 call from the Customer’s location can be delivered to the geographically appropriate PSAP. The ERS will geocode a valid address. If the address does not pass ERS validation, an address validation error code will be returned to the Subscriber HVS Administrator.

SD-2.5.2.2.1.1. ERS with Emergency Gateway

Section Effective Date: 22-Nov-2014

Customer has the option of using an Emergency Gateway (EGW) server with ERS. EGW is an appliance-based solution that, when used with ERS, can also provide Endpoint Data to ERS. EGW provides tracking capabilities which assigns endpoints to Master Street Address Guide (MSAG) validated locations. Where EGW is used with ERS, Customer will submit Endpoint Data and updates thereto using the interface provided with the EGW. Additionally, Customer location updates may be provided to EGW from network elements, AT&T Supplier API, or RLM protocols. The EGW in turn will provide this information to the ERS.

SD-2.5.2.3. Calling Routing Scenarios

SD-2.5.2.3.1. Primary

SD-2.5.2.3.1.1. ERS only

Section Effective Date: 22-Nov-2014

When an HVS Advanced E911 Customer dials 911, the call is automatically routed to the ERS via an HVS SIP trunk, which will retrieve the Customer’s pre-provisioned physical location information from the ERS database. Using that Endpoint Data, the ERS will route the call to the geographically appropriate PSAP.

SD-2.5.2.3.1.2. ERS with EGW

Section Effective Date: 22-Nov-2014

When an Advanced E911 Customer dials 911, the EGW will receive the call, map the unique Endpoint ID to the physical location, and then route the call with the Customer’s location information to the ERS via HVS SIP Trunk. The ERS will then route the call via to the geographically appropriate PSAP based on the Customer’s Endpoint Data.

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SD-2.5.2.3.2. Secondary

Section Effective Date: 22-Nov-2014

ECRC Call:

Where the ERS is not supported or available, AT&T Advanced E911 will route emergency calls to the ECRC where APCO-trained employees are available to answer the call, collect the address information, and warm transfer the call to the geographically appropriate PSAP. The ECRC will receive calls in the following circumstances:

Failover calls.

- Call with location, no location, or wrong location at ECRC. ECRC call taker confirms location, makes any necessary corrections, and routes call to PSAP, based on actual location of the caller.
- Dropped call with location. Call taker informs appropriate PSAP, and PSAP follows internal standard operating procedures to callback the caller and dispatch emergency responders.
- Dropped call with no location. Call taker attempts to call-back the caller. If the caller does not answer, the call taker will attempt to contact the AT&T Customer Technical Support (ACTS). ACTS is the single point of contact for problem notification with respect to HVS. If the ACTS cannot provide location information, the call taker will contact the 911 Enable NOC to collect any location information that may be available. Call taker uses location to route call to appropriate PSAP.
- Network Connectivity failure between Customer and ERS or between the ERS and ESGW.
- No User record in National ALI. If the User record does not exist at the ERS National ALI, the call is routed to the ECRC for manual verification.
- Call made from a non-validated address may be sent to the ECRC for validation and PSAP routing.

SD-2.5.2.4. Advanced E911 Customer Support and Documentation

Section Effective Date: 22-Nov-2014

The Advanced E-911 option includes:

- access to the Technical Support Center (“TSC”) to provide Customer support and facilitate troubleshooting. The TSC provides an emergency support number available 24x7x365 as well as email and web support;
- 24x7x365 monitoring of the HVS Network Operating Center (“NOC”);
- Access to an Administrative Dashboard used to administer Advanced E-911 services, and review available data, reports and call detail records (CDRs).
- Customer documentation consisting of ERS Standard Operating Procedures, ERS Support Policy, Dashboard Manual and ERS Network Interface Description;
- Support from geographically redundant U.S. based data centers;

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- When EGW is deployed with the Advanced E911 capability Security Desk Routing and Alerting options, including direct call delivery to a designated security desk, three-way call monitoring; and email alerts to a designated distribution list are available.

SD-2.5.2.5. Customer Additional Advanced 911 Responsibilities

Section Effective Date: 22-Nov-2014

Customer shall be responsible for identifying Endpoint information as follows:

- In a format designated by AT&T, Customer will create their initial load file which will contain the specific telephone numbers and addresses for upload to the ERS or EGW. This file must contain address information for all telephone numbers that will be/can access the Advanced E911 option from all HVS locations.
- If Customer purchases an EGW server, Customer is responsible for management and administration of the EGW server. AT&T does not administer or maintain the user location information contained in a EGW.
- Customer shall update the 9-1-1 database records as changes occur, including addressing changes or additions to the number of sites, telephone numbers, or any other parameters that will affect the Advanced E911 options. .
- Customer shall ensure that an accurate telephone number and location record exists in the Advanced E911 database for each ANI provided to the Advanced E911 option in connection with all dialed 911 calls that originate from the Customer's HVS Endpoints and that such ANI is provided to the Advanced E 911 Service in connection with all dialed 9-1-1 calls which originate from Customer's HVS Endpoints.

Customer shall only use the ERS for the routing of 9-1-1 calls and for no other purpose and shall take all reasonable steps to ensure that the ERS is not used for any other purpose by its Users.

Customer shall be responsible for providing, at its cost, all facilities and networks required to operate with and interconnect to the ERS. Customer shall comply with hardware, software, and operating system requirements, including the appropriate Internet browser to access and maintain the Service.

Customer shall regularly configure, monitor and manage their network and equipment to ensure that there is no interruption in connectivity with the ERS.

In the event that either Customer or AT&T becomes aware of any security vulnerability that arises from the interconnection of the ERS with Customer's networks and equipment, the parties agree that they will provide all reasonable cooperation to promptly address such vulnerabilities.

Customer shall notify AT&T promptly of any circumstances of which Customer has knowledge relating to any unauthorized use of the Service by any person or entity. Customer shall take, at Customer's expense, any legal action necessary to prevent or stop the unauthorized access or use of the Service by any third party.

Customer will designate an authorized representative responsible for all communications between AT&T and Customer with regard to implementation of the Service ("Customer Project Manager"). Customer Project Manager shall manage and control installation of the Customer-

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provided hardware and software, the gathering and input of appropriate data, and coordination of all database upload and testing activities. Customer Project Manager shall have responsibility for the implementation tasks and schedule and shall have the authority to make decisions and commitments for the Customer. Customer Project Manager shall be responsible for timely transfer of information to and from AT&T, and shall ensure the accuracy and completeness of all data in the database. Customer shall mutually agree on an implementation Schedule with AT&T.

If required by applicable telecommunications carriers or applicable law, Customer shall provide AT&T with a letter of agency which authorizes AT&T, as a limited agent for Customer, to work with the telecommunications provider on Customer's behalf for the purpose of establishing interconnections between AT&T, Customer and/or the telecommunications carrier that are necessary to enable AT&T to provide the ERS.

SD-2.5.2.6. AT&T Additional Responsibilities

Section Effective Date: 22-Nov-2014

- AT&T shall manage the ERS, to the agreed upon Customer specifications to support access to the Interface for the Advanced 911 Services.
- AT&T shall test the Interface provided with the ERS or EGW to confirm it allows Customer to upload Endpoint Data. AT&T shall not use Customer Endpoint Data for any purpose other than as required under this Agreement for the purpose of providing the Advanced E911 option or as otherwise authorized by the Customer or the applicable User or as permitted by under the AT&T Privacy Policy.
- AT&T shall provide SIP trunk connectivity between the HVS platform and the ERS. If EGW is used with ERS, the customer will connect their EGW to the HVS using the existing connection used with HVS .

SD-2.5.2.7. ADVISORIES AND LIMITATIONS

Section Effective Date: 22-Nov-2014

The Advanced E-911 Service may not function correctly, or at all, in the following circumstances:

- if Customer's equipment or network fails, is not configured correctly or does not meet the system specifications for use with the ERS;
- in the event of a network outage or extended power failure that it is outside the control of AT&T or its suppliers;
- if Customer or a User fails to provide and maintain current and accurate Endpoint Data as required herein;
- following the suspension or termination of the Advanced E-911 Service in accordance with the terms and conditions of this Service Guide, Customer's HVS Pricing Schedule or other agreement for HVS, and the Agreement;
- if there is network congestion that is outside the control of AT&T or its suppliers; or if the PSAP emergency dispatcher does not promptly or properly answer or route the call or if errors or omissions are made by the PSAP or the local exchange carrier servicing the

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PSAP. Emergency calls placed from Mobile Applications on CMRS enabled devices will generally be handled over the cellular network. When cellular coverage is not available, voice over Wi-Fi calling capability (including 911 calls) generally will not be available.

- If used with a service other than HVS.

SD-2.5.3. Notification/Warning Labels

Section Effective Date: 12-Mar-2014

In the US, AT&T provides customers with AT&T's FCC Part 9 Notification Materials (Notification Materials) and AT&T's FCC Part 9 Warning Labels ("Warning Labels"). Customer agrees to distribute the Notification Materials and Warning Labels to all Users of Interconnected VoIP provided by AT&T so that Customer Users will have access to the information when using the Services. Customer agrees to inform all Users that the Warning Labels are to be placed on or near the equipment used in conjunction with Interconnected VoIP. Customer further agrees to provide Users new Warning Labels prior to use of new or replacement CPE for use with Interconnected VoIP. It is Customer's responsibility to maintain adequate supplies of both the Notification Materials and Warning Labels. Customer agrees that it will not permit any User of Interconnected VoIP provided by AT&T who has not received the Notification Materials and Warning Labels to use the Interconnected Voice over IP service. Additional supplies of Notification Materials and Warning Labels can be obtained by contacting Customer's account team. For softphone or mobile device application dialers provided by AT&T, Warning Labels may be provided via pop-ups or other displays.

SD-2.5.4. Emergency Calling Most of World

Section Effective Date: 01-Jul-2019

AT&T currently provides abbreviated dialing emergency calling capability over AT&T BVoIP service **only** with MoW Calling Plan B. Before the Due Date at a Most of World Customer BVoIP Site with outbound BVoIP calling where AT&T does not provide abbreviated dialing emergency calling capability, Customer certifies it has and agrees to continuously keep individual business lines and other appropriate facilities with a local service provider or other provider capable of, and responsible for, providing Customer access to abbreviated dialing emergency calling services for as long as AT&T provides outbound BVoIP service to that Customer BVoIP Site. Customer is responsible to ensure that all emergency calls are routed over appropriate facilities to ensure completion provided by that local service provider, or other provider. Customer agrees to indemnify and defend AT&T from and against any and all third-party claims and related loss, liability, damage and expense, arising from Customer's failure to perform Customer's obligations outlined in this Section. AT&T's provisioning of outbound BVoIP service is conditioned upon Customer's full compliance with these obligations, and failure to do so is a material breach of this Agreement.

SD-3. Underlying Transport Service

Section Effective Date: 28-Feb-2017

Specified compatible access services must be subscribed to by Customer, and are referred to here as "Underlying Transport Services." The Underlying Transport Service required at a Customer BVoIP Site depends on which AT&T BVoIP service is being ordered. AT&T IP Flexible Reach requires either an AT&T Dedicated Internet (ADI) (formerly known as AT&T

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Managed Internet Service (MIS)) or an AT&T VPN Service connection. AT&T IP Toll-Free Service requires an ADI connection as the Underlying Transport Service (or ADI Port only service can be used), or, on an ICB basis, an AT&T VPN Service connection. AT&T Voice DNA[®] requires an ADI connection or an AT&T VPN Service connection as its Underlying Transport Service. AT&T Voice DNA[®] Remote Worker and AT&T Voice DNA[®] for Small Business requires a compatible AT&T High Speed Internet transport connection at each Customer BVoIP Site. Hosted Voice Services require an AT&T VPN Service, ADI, or a third party Internet connection. Voice Connection requires an Internet Connection with sufficient bandwidth. See the Sections cross-referenced below for limitations and conditions related to ADI or AT&T VPN, or for AT&T High Speed Internet service or AT&T Uverse High Speed Internet service (collectively referred to as AT&T High Speed Internet service) as the Underlying Transport Service. The use of ADI as an Underlying Transport Service is only available in the US. The use of AT&T VPN as an Underlying Transport Service may be available on an ICB basis only. In some cases, for AT&T Voice DNA for Small Business, the AT&T High Speed Internet service technology utilized may be determined by AT&T.

If the Underlying Transport Service is disconnected for any reason, the BVoIP service(s) will no longer function, and the disconnection of the Underlying Transport Service will constitute termination of the BVoIP service(s) by the Customer, and the BVoIP service(s) will also be disconnected.

The terms and conditions for the Underlying Transport Service are not part of the terms and conditions of the AT&T BVoIP services addressed in this Service Guide. Customers should review their contracts for the individual Underlying Transport Service for the terms and conditions that apply to those services.

Cross References

[SD-3.1. Underlying Transport Service for AT&T IP Flexible Reach, AT&T Voice DNA, and AT&T IP Toll-Free](#)

[SD-3.2. Underlying Transport Service for AT&T Voice DNA Remote Worker](#)

[SD-3.3. Underlying Transport Service for AT&T Voice DNA for Small Business](#)

SD-3.1. Underlying Transport Service for AT&T IP Flexible Reach, AT&T Voice DNA, and AT&T IP Toll-Free

Section Effective Date: 28-Feb-2017

The only AT&T compatible Underlying Transport Services for use with AT&T IP Flexible Reach, AT&T Voice DNA, and AT&T IP Toll-Free are listed below. Customers may need to increase the speed of ports and/or access connections of their Underlying Transport Service at Customer BVoIP Sites to accommodate the AT&T BVoIP Services.

The compatible Underlying Transport Services are:

- ADI, including:
 - ADI with MPLS Private Network Transport Feature (MPLS PNT)*
 - AT&T Ethernet MPLS Private Network Transport (MPLS PNT)*
 - AT&T MLPPP (NxT1)

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- ADI is not available outside the United States.
- AT&T VPN (in certain circumstances, ICB only)

Except for AT&T VPN, to be considered AT&T BVoIP-compatible, the Underlying Transport Services at the Customer BVoIP Site must include the AT&T-managed router option, feature or service type.

Voice must be the only type of traffic assigned to Class of Service 1 at the Customer BVoIP Site.

* For AT&T Voice DNA, this transport service option is no longer available to new customers, or for new Sites. Existing customers using MPLS PNT at a particular Site(s) may continue to use this option for such existing Site(s).

Cross References

[SD-3.1.1. AT&T Dedicated Internet \(US only\)](#)

[SD-3.1.2. AT&T VPN Service](#)

[SD-3.2. Underlying Transport Service for AT&T Voice DNA Remote Worker](#)

[SD-3.3. Underlying Transport Service for AT&T Voice DNA for Small Business](#)

SD-3.1.1. AT&T Dedicated Internet (US only)

Section Effective Date: 28-Feb-2017

To qualify as an Underlying Transport Service, ADI must meet the following minimum requirements:

- ADI
 - Router: AT&T-managed router option
 - Class of Service: Voice must be the only traffic assigned to Class of Service 1 at the Customer BVOIP Site.
 - Access: Private Line
 1. Bandwidth: T1, FT3, T3, OC3 or OC12. OC48 may be available on a custom basis for AT&T IP Flexible Reach and AT&T IP Toll-Free only; or
 - Access: Ethernet
 2. Bandwidth: 0.5MB to 1,000MB.
- ADI with MPLS Private Network Transport Feature (MPLS PNT)
 - Existing customers only.
 - Router: AT&T-managed router option.
 - Class of Service: Voice must be the only traffic assigned to Class of Service 1 at the Customer BVOIP Site.
 - Access: Private Line

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3. Bandwidth: T1, FT3, T3, OC3 or OC12. OC48 may be available on a custom basis for AT&T IP Flexible Reach and AT&T IP Toll-Free only; or
 - Access: Ethernet
4. Bandwidth: 0.5MB to 1,000MB; or
 - Access: MLPPP (NxT1)
5. Bandwidth: 3MB to 12MB.

SD-3.1.2. AT&T VPN Service

Section Effective Date: 20-Apr-2017

To qualify as an Underlying Transport Service, AT&T VPN must meet the following minimum (and maximum, if applicable) requirements:

- Access options:
 - AT&T IP Flexible Reach access
 - PPP/MLPPP (min. 768K)
 - Frame Relay (min 768k)
 - Ethernet (min. 1 MB)
 - AT&T Voice DNA access (when available)
 - PPP/MLPPP (min. 768K)
 - Ethernet (min. 1 MB)
 - AT&T IP Toll-Free access
 - PPP/MLPPP (min. 1.5MB; OC48 may be available ICB)
 - Frame Relay (min. 1.5MB)
 - Ethernet (min. 1MB up to 1GB; ICB only)
- Router for use with AT&T IP Flexible Reach: (a) Customer-managed router or (b) AT&T-managed router provided as an AT&T VPN Service Managed CPE feature (an “AT&T VPN Managed Router”). Customer must select an AT&T supported router from an AT&T provided list of routers certified for use with the Service. Customer shall configure such router in accordance with AT&T specifications.
- Router for use with AT&T IP Toll-Free: (a) Customer-managed router from a list of routers certified by AT&T for use with the Service and configured by the Customer in accordance with AT&T specifications, or (b) AT&T-managed router provided as an AT&T VPN Service Managed CPE feature (an “AT&T VPN Managed Router”) or (c) the BIB routers certified by AT&T to use with the Service and configured by the Customer in accordance with AT&T specifications.
- Router for use with AT&T Voice DNA: A Customer-managed router or an AT&T VPN Managed CPE router from a list of routers certified by AT&T for use with the Service and configured by Customer in accordance with AT&T specifications. The VoIP Demarc/Site Survivability feature is required. Customer is solely responsible to ensure that Customer-

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managed routers are, at all times, maintained and operated in accordance with manufacturer and AT&T specifications.

- AT&T will not troubleshoot any conditions related to the Customer-managed router or to any other Customer-managed equipment.
- On an individual case basis (“ICB”), Customer may utilize the AT&T Managed Router Solution (“MRS”) service, MRS Essential or MRS Complete only, for its Customer-managed router.
- Class of Service: Voice must be the only traffic assigned to Class of Service 1.
- To use AT&T VPN with AT&T Voice DNA, Customer must order the VoIP Demarc / Site Survivability feature.
- The BVoIP services are not supported at Sites using AT&T VPN Network-to-Network Interconnections (“NNI”). NNI is defined in the AT&T VPN Service Guide.
- Typically, IP addresses are not shared among AT&T VPNs. However, to allow AT&T BVoIP calls to flow between AT&T VPNs, AT&T is allowing certain IP addresses to be shared among them. If Customer desires to block this flow, Customer needs to provide written notice to AT&T.
- AT&T will provide Customer using a Customer-managed router with specific IP address and configuration guidelines, which, if followed by Customer, will point Customer’s traffic to specific AT&T Voice DNA equipment, to deter adverse routing issues and more securely transmit Customer voice traffic across the AT&T VPN Service.

Cross References

[SD-5.2.5. Voice Quality Monitor \(VQM\)](#)

[SLA-1.2. SLA Exclusions](#)

SD-3.2. Underlying Transport Service for AT&T Voice DNA Remote Worker

Section Effective Date: 30-Apr-2015

The AT&T Voice DNA Remote Worker Feature is no longer available for new customers. Existing customers using this feature at a particular Site may continue to use this feature at such Site.

For AT&T Voice DNA Remote Worker, the compatible Underlying Transport Services for connecting Remote Sites with Customer BVoIP Sites are:

- AT&T Digital Subscriber Loop (DSL)
- Non-AT&T DSL
- Broadband Cable Service

In order to correctly interoperate with AT&T’s Voice DNA Remote Worker, AT&T is requiring that the following minimum broadband service provider requirements be met by Customers as a condition of service. AT&T DSL Service is recommended and meets the required standards. The requirements below are applicable for both DSL and broadband cable service; these

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requirements will be reviewed during the technical interview stage of the service delivery process.

All broadband service providers must support Trivial File Transfer Protocol (TFTP) and cannot block TFTP. TFTP must be supported in order for SIP telephone downloads from AT&T's network to properly execute and load on the SIP telephone at the User desktop. Broadband service providers that block TFTP are not acceptable forms of internet access and will not operate with the Remote Worker capability.

For DSL Service, Customers are required to have business grade or class DSL Service from their ISP that operates in a Bridge Mode to ensure elimination of redundant Network Access Translation (NAT'ing). The underlying DSL service provider must eliminate any Network Access Translation from the network or site configuration.

For Broadband Cable Service, both residential and business grade broadband cable services are acceptable as long as they meet the minimum upstream bandwidth requirements. Customers must select broadband cable service providers which have eliminated Network Access Translation from the network or site configuration.

The minimum upstream broadband bandwidth requirement at a Remote Site is 128 Kbps. Customer may need to increase the upstream bandwidth of the transport service to accommodate AT&T Voice DNA Remote Worker. Voice must be the only traffic assigned to Class of Service 1 at the Remote Site. The terms and conditions governing these Underlying Transport Services are contained in separate agreements and are not part of AT&T VoIP.

SD-3.3. Underlying Transport Service for AT&T Voice DNA for Small Business

Section Effective Date: 30-Sep-2011

With regard to AT&T Voice DNA for Small Business Service, the VoIP compatible Underlying Transport Services are determined by the speed available and contracted for by the customer. All the services listed below are referred to as "AT&T High Speed Internet Service", and the Customer's contract will specify the selected technology and speed.

Pro Internet	Downstream speeds up to 3Mbps
Elite Internet	Downstream speeds up to 6Mbps
FastAccess DSL Direct 6.0M*	Downstream speeds up to 6Mbps
Max Internet	Downstream speeds up to 12Mbps
Max Plus Internet	Downstream speeds up to 18Mbps
Max Turbo Internet	Downstream speeds up to 24Mbps

*This only applies if the technology used for the AT&T High Speed Internet service is DSL in the AT&T Southeast region.

If at any time the AT&T High Speed Internet service is disconnected for any reason (either by Customer or by AT&T for non-payment or other Customer breach of the relevant agreement), the AT&T Voice DNA for Small Business service will no longer function, and the disconnect of the AT&T High Speed Internet Service will constitute a termination of the VoIP service(s) by the Customer, and AT&T will disconnect the VoIP service(s).

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If Customer chooses to use AT&T High Speed Internet as its Underlying Transport Service, because of required installation intervals, the High Speed Internet service will be installed prior to AT&T Voice DNA for Small Business service. Customer will be billed for the High Speed Internet from the date that service is installed, and Customer is liable for the billings for the AT&T High Speed Internet Service from the date the AT&T High Speed Internet service is installed. Customer is not eligible for a refund or credit for those charges.

SD-3.4. Underlying Transport Service for Hosted Voice Services

Section Effective Date: 28-Feb-2017

For HVS, Customer may use:

- AT&T VPN Service;
- ADI; or
- Third Party Internet.

SD-3.5. Underlying Transport Service for Voice Connection

Section Effective Date: 07-May-2014

For Voice Connection, Customer must use an Internet connection with a minimum of 128Kbps available per voice call.

SD-4. BVoIP Calling Plans

Section Effective Date: 14-Apr-2011

The number of potential On-Net and Off-Net Concurrent Calls at a Customer BVoIP Site is limited to the number of Concurrent Calls specifically ordered by Customer for that site.

SD-4.1. United States Calling Plans

Section Effective Date: 02-Feb-2015

The AT&T BVoIP portfolio of services offers the following Calling Plans, for United States or US Sites, to allow Customers to choose the calling plan that meets their calling patterns. For AT&T VDNA for Small Business, only Calling Plan E is available.

Calling Plan A (LD only)

Calling Plan A includes:

- Unlimited outbound On-Net Calling,
- Outbound United States Off-Net Calling for a single per minute rate, and
- Outbound International Off-Net Calling at per minute rates based on the country called.

Calling Plan A can be ordered by Customer at a location in conjunction with a separate order by Customer for any other Calling Plan.

Calling Plan B (Local and LD)

Calling Plan B includes, in addition to what is included in Calling Plan A:

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- Unlimited Outbound On-Net Calling,
- Unlimited Outbound Local Calls,
- Outbound Interstate (Inter- and IntraLATA) and Intrastate Toll (Inter- and IntraLATA) United States Off-Net Calling at a single per minute rate,
- Outbound International Off-Net Calling at per minute rates based on the country called, and
- Directory Assistance, Operator Services, and Directory Listing at per use or per number rates.

Calling Plan C (Local and LD Package)

Calling Plan C includes:

- Unlimited Outbound On-Net Calling,
- Unlimited Outbound Local Calls,
- 300 minutes of Outbound Interstate (Inter- and IntraLATA) and Intrastate Toll United States Off-Net Calling per month per Concurrent Call ordered,
- Outbound Interstate and Intrastate Toll U.S. Off-Net Calling above 300 minutes per month per Concurrent Call ordered at a single per minute rate,
- Outbound International Off-Net Calling at per minutes rates based on the country called, and
- Directory Assistance, Operator Services and Directory Listing at per use or per number rates.

Calling Plan D (AT&T IPTF)

Calling Plan D is withdrawn effective October 18, 2009 and replaced by Calling Plan G for AT&T IP Toll-Free Service.

Calling Plan E (AT&T Voice DNA® for Small Business only)

Calling Plan E includes:

- Unlimited Outbound On-Net Calling
- Unlimited US LD Calling
- Unlimited Outbound Local Calls,
- Unlimited Outbound Interstate and Intrastate Toll United States Off-Net Calling per month per Concurrent Call ordered,
- Outbound International Off-Net Calling at per minutes rates based on the country called, and
- Directory Assistance, Operator Services and Directory Listing are at per use or per number rates.

Calling Plan G (AT&T IPTF)

Calling Plan G includes:

- US-originated, inbound, Interstate Toll-Free calling at a single per minute rate.

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- US-originated, inbound, Intrastate (Inter-and IntraLATA) Toll-Free calling at state-specific rates.
- Canada-originated, inbound, Toll-Free calling at a single per minute rate.

Calling Plan G can be ordered by Customer at a Site that has Calling Plan A, B or C. For Calling Plans B and C, AT&T IP Flexible Reach must be installed first, then Calling Plan G can be added. Calling Plan A and Calling Plan G may have a coordinated Due Date.

IPTF cannot be used solely for intrastate toll-free calling.

The following additional Plan G options may be available on an ICB basis only; contact the AT&T account team for further details:

- A bundled discount may be available for Sites at which Customer has ordered Calling Plan G plus Calling Plan A, B or C. The bundled discount is added to the Service Component discount, and then the total discount is applied to the basic charges for that Service Component, as listed in the Rate Table for that Service Component.

Hosted Voice Service

HVS includes:

- Unlimited Outbound On-Net Calling within the US;
- Unlimited US LD Calling;
- Unlimited Outbound Local Calls;
- Unlimited Outbound Interstate and Intrastate Toll United States; and
- Directory Assistance, Operator Services and Directory Listing are at per use or per number rates.

International calling is supported on HVS. Customers that have a requirement to complete international calls will have international calls routed by HVS to a Customer-owned PSTN gateway. The gateway will terminate the international call to the PSTN. The call can be terminated over an AT&T or third-party international rate plan. Customer must obtain the international rate plan under a separate agreement.

Voice Connection

Voice Connection includes:

- One Telephone Number per Seat ordered,
- Unlimited Outbound Local Calls,
- Unlimited Inbound Calls,
- Unlimited On-net calls (includes only calls to other voice connection users)
- 10,000 minutes of Outbound Interstate (Inter- and IntraLATA) and Intrastate Toll United States Off-Net Calling per month, per seat ordered,

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- Outbound Interstate and Intrastate Toll U.S. Off-Net Calling above 10,000 minutes per month, per seat ordered at a single per minute rate,
- Outbound International Off-Net Calling at per minutes rates based on the country called, and
- Directory Assistance, Operator Services and Directory Listing at per use or per number rates.

SD-4.2. VoIP Calling Plans B, C, E and Voice Connection Local Functionality (United States only)

Section Effective Date: 07-May-2014

Calling Plans B, C, E and Voice Connection also include the following local calling functionality:

- Inbound calling from the PSTN to Customer VoIP Sites
- Unlimited Local Off-Net Calling
- Local telephone numbers (new and ported) and PSTN local telephone number registration, including VTNs, as described below
 - E911
 - N11 (211, 311, 511, 711) calling*
 - Calling Name (CNAM)
 - Directory Listing**
 - Directory Assistance**, including NPA 555-1212 calling
 - Operator Services**
 - Customer VoIP Site-Specific Outbound Call Blocking Options
 - International Operator (01)
 - Direct Dialed International (011)
 - Local Distance Directory Assistance (411)
 - Long Distance Directory Assistance (NPA-555-1212)
 - Operator (0-, 0+, 00-, 00+ dialing)
- Inbound Blocking Options
 - Third Party Calls
 - Collect Calls
 - Third Party and Collect Calls
- Originating 8YY

* VoIP Calling Plans B, C, and E, and Voice Connection do not include: 611, 811, NPA-555-XXXX (except NPA-555-1212), 900-NXX-XXXX or NPA-976-XXXX dialing, or N11 for private dialing.

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** Charges apply for Directory Listing, Directory Assistance and Operator Services. See Ancillary Charges in the Pricing section.

Cross References

[P-6.9. Ancillary Charges](#)

SD-4.3. Most of World Calling Plans

Section Effective Date: 11-Jun-2015

The AT&T BVoIP portfolio of services currently offers the following Calling Plan for Customers with Most of World Customer BVoIP Sites:

Calling Plan A (Outbound calling only)

Calling Plan A includes:

- Unlimited outbound On-Net Calling, and
- Outbound Off-Net Calling at per minute rates based on the to and from countries

Calling Plan B

Calling Plan B includes:

- Unlimited On-Net to On-Net calling
- Inbound in-country calling from the PSTN
- Inbound International calling from the PSTN
- Emergency Services
- Local Number Portability
- Outbound in-country (local) Off-net calling at per minute rates
 - Local in-country non-Mobile Off-Net termination (calling) at per minute rate
 - Local in-country Mobile Off-Net termination (calling) at per minute rate. This is a different rate than the non-Mobile.
- Outbound International Off-net calling at per minute rates based on the to and from countries
 - International non-Mobile Off-Net termination Long Distance calling at per minute rates.
 - International Mobile Off-Net termination Long Distance calling at per minute rates. This is a different rate than the non-Mobile.
- Outbound In-country Toll-Free calling
- The following services are not supported. If Customer requires the following services, Customer must make alternate arrangements.
 - Operator Services
 - International Operator Services
 - Directory Assistance

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- Specialty Services
- Text Relay Services /Teletypewriter Relay Services
- Premium or pay for service numbers
- Dial around calling
- Collect Calling
- Inter-Country Toll Free
- Toll-Free Calling to the US only from Canada

Calling Plan G (IP Toll-free) includes:

Calling Plan G includes:

- IPTF Usage Charge at per minute rates based on originating and terminating country.

SD-5. AT&T IP Flexible Reach Service Overview

Section Effective Date: 02-Jul-2019

AT&T IP Flexible Reach is a SIP trunking service that uses a Customer's Underlying Transport Service as the connection to AT&T's VoIP Network Infrastructure. AT&T IP Flexible Reach can be ordered with AT&T VPN ("IP Flexible Reach on AT&T VPN Service") or AT&T Dedicated Internet service ("IP Flexible Reach on AT&T Dedicated Internet Service") based on Customer transport requirements. Customers choose the calling capacity they require in units of Concurrent Calls, which are similar to simultaneous calls and can be engineered using standard voice traffic tools or by using the Customer's existing voice channel capacity. AT&T Flexible Reach Service terminates on the Customer premises in the AT&T CPE managed router, and requires the Customer to provide its own telephony functionality on its premises via a TDM or IP PBX.

Cross References

[SD-2.5. 911 and E911 Emergency Calling Services](#)

SD-5.1. AT&T IP Flexible Reach

Section Effective Date: 16-Nov-2016

Upon installation of AT&T IP Flexible Reach at a Site, Customer may make outbound On-Net Calls and Off-Net Calls from Sites. Customers must select a BVoIP Calling Plan as part of the service. Calling Plan A includes long distance calling only and does not include local calling capabilities or the assignment of local telephone numbers. Customer must select Calling Plans B, or C to port in or obtain new Telephone Numbers.

AT&T determines its trunking capacity to handle off-net calls to and from the PSTN using industry-standard traffic engineering rules. If there is a material increase in traffic volumes to and/or from the PSTN in a particular geographic area, without advance Customer notice to AT&T, unexpected congestion may occur, affecting call completion in that area.

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SD-5.2. Compatible CPE and PBX Models

Section Effective Date: 09-Sep-2015

AT&T IP Flexible Reach interoperates with key systems, traditional digital TDM PBXs, as well as IP PBXs. AT&T IP Flexible Reach operates only with certain makes and models of PBXs and key systems, and not all features are available with all telephones. AT&T IP Flexible Reach does not support On-Net calls between different makes, software versions and models of IP PBXs, and such calls may fail to complete. AT&T does not warrant, nor make any representations whatsoever regarding, the extent of the capabilities of compatible Customer-managed or owned equipment, including emergency (e.g., E911/911) calling capabilities.

AT&T does not provide configuration and support of CPE (including PBXs/SBCs and supporting software) used with AT&T IP Flexible Reach. Customer may test or engage its CPE vendor to test such CPE against the confidential AT&T IP Flexible Reach SIP specifications and testing documentation (“SIP Documentation”) provided to Customer by AT&T to determine the compatibility of Customer’s CPE with the AT&T IP Flexible each Service. Customer must also successfully test and ensure that 911 and E911 service is fully functional with PSAPs.

Customer qualification for Call Quality SLAs will be subject to the terms and conditions outlined in the Call Quality SLA section of this Service Guide.

PBX Accessibility Compatibility

- Customer and/or PBX Vendor must successfully test and ensure that TTY calls can be made and received through the CPE as configured.
- Customer and/or PBX Vendor must assert that the CPE is configured to pass through cross-manufacturer, nonproprietary, industry standard codes, translation protocols, formats or other information necessary to provide advanced communications services in an accessible format, if achievable, as defined in FCC Rule 14.10.

SD-5.2.1. TDM Based PBXs

Section Effective Date: 17-Mar-2010

AT&T IP Flexible Reach supports two interface options between the Customer’s PBX and the router/gateway: (i) Channel Associated Signaling (CAS) and (ii) Primary Rate Interface (PRI). In a TDM PBX environment, the chosen interface used can be sized to support Concurrent Calls as specified in the section entitled “Supported Concurrent Calls.”

Cross References

[SD-5.2.8. Supported Concurrent Calls](#)

SD-5.2.2. Predictive Dialers and Auto-Dialers

Section Effective Date: 14-Jul-2011

Except as explicitly authorized in a written agreement, the use of predictive dialers, auto-dialers, or other devices that generate automated outbound calls in conjunction with AT&T IP Flexible Reach is strictly prohibited. AT&T IP Flexible Reach calls may be blocked and/or AT&T IP Flexible Reach may be terminated immediately for abuse or misuse of Service should Customer use any such device.

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SD-5.2.3. Key Systems Interface Support

Section Effective Date: 14-Apr-2011

A key system or key telephone system is a multi-line, analog-interface based telephone system typically used in small business environments. AT&T IP Flexible Reach interoperates with key system premises CPE that provides analog telephone access with VoIP capability and optional switching for redundancy or survivability. Depending on the CPE device, AT&T supports 6-24 Concurrent Calls. Customer is responsible for configuring these CPE devices.

SD-5.2.4. VoIP Module Cards

Section Effective Date: 28-Feb-2017

A VoIP Module Card is an adapter that allows Customer to use TDM equipment (including a non-AT&T certified IP PBX with an analog or PRI interface) at Sites that utilize an ADI Underlying Transport Service.

For an additional monthly VoIP Module Card charge, AT&T provides one or more VoIP Module Cards with an AT&T-managed router.

The size and number of VoIP Module Cards needed is based on the number of Concurrent Calls selected by Customer at the Site. The VoIP Module Card may be ordered in even increments of Concurrent Calls based on the PBX interface type and bandwidth, as shown in the Concurrent Call Table listed below.

Cross References

[P-6.2.1. VoIP Module Card \(ADI or ADI with MPLS PNT Transport Only\)](#)

SD-5.2.5. Voice Quality Monitor (VQM)

Section Effective Date: 29-Aug-2015

The VQM monitors VoIP R-factor call quality metrics such as packet loss, latency and jitter, used by AT&T to troubleshoot and resolve voice over IP issues.

Certain troubleshooting functions are performed remotely through the VQM using packet capture. If the VQM is used for trouble shooting, packet capture will be activated only upon AT&T's receipt of an AT&T trouble ticket opened by Customer and explicit case-by-case Customer authorization.

Network-Based VQM ("NB VQM")

The NB VQM is AT&T Equipment located in AT&T's network. All new BVoIP Sites will be provisioned with an NB VQM. If Customer uses a non-AT&T provided IP address (private IP address) at a BVoIP Site, Customer is not eligible to receive Call Quality SLA credits or call quality reports for that Site.

Premise-Based VQM ("PB VQM")

The PB VQM is no longer available at new Sites. AT&T will continue to support existing Sites provisioned with PB VQM, until such Sites can be transitioned to NB VQMs. AT&T will schedule VQM transitions directly with Customer.

The PB VQM (a) is AT&T CPE (AT&T Equipment) located at Customer's Site. The PB VQM is connected to a dedicated port on the Site router, and located between the Site router and

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the Customer PBX. Customer shall not configure facilities or equipment to bypass the VQM, and shall at all times comply with AT&T VQM specifications and instructions, including providing appropriate equipment space, supporting structure, conduit and electrical power, without charge to AT&T. At AT&T's request, Customer will disconnect, re-connect, and otherwise assist with installation and maintenance tasks. Alternatively, Customer may pay for an on-site AT&T technician on a Time and Materials basis. Such rates are determined on an individual case basis (ICB).

Router for use with AT&T IP Flexible Reach and PB VQM

- If a PB VQM is used, the router must include a separate port dedicated to the PB VQM, as described in this section. Where a Customer-managed router is used, Customer is solely responsible to ensure that the Customer-managed router and PB VQM are, at all times, operated in accordance with manufacturer and AT&T specifications.
- Sites utilizing an AT&T VPN Managed Router may also require a (a) Customer-provided SBC, (b) a VoIP Adapter - SBC Integrated (for VQM sites), or (c) a VoIP Adapter - TDM.

Router for use with AT&T IP Toll-Free and PB VQM

If a PB VQM is needed, the Customer-managed router must include a separate port dedicated to the VQM, as described in this section. Customer is solely responsible to ensure that the Customer-managed router and PB VQM are, at all times, operated in accordance with manufacturer and AT&T specifications.

Existing Sites using AT&T IP Flexible Reach and AT&T IP Toll-Free on AT&T VPN Service with Neither PB VQM nor NB VQM

Customer Sites provisioned prior to the introduction of the NB VQM that do not utilize the PB VQM will be automatically transitioned to a NB VQM. The terms and limitations below will cease to apply upon successful transitioning to the NB VQM.

This subsection and its limitations do not apply to AT&T IP Flexible Reach Sites on AT&T VPN Service where the Compatible CPE is TDM and the VoIP Adapter - TDM is in place.

AT&T will provide limited support for AT&T IP Flexible Reach and/or AT&T IP Toll-Free over AT&T VPN Service transport without a VQM.

- Customer and AT&T Responsibilities for Sites with no VQM:
 - AT&T will provide trouble resolution support for customers without a VQM upon customer request.
 - Without a VQM, AT&T's responsibility for voice trouble is limited to problems within the boundaries of the AT&T Network
 - Customer understands and agrees that, for any Customer site without VQM, AT&T cannot monitor call quality and may be unable to troubleshoot issues with AT&T IP Flexible Reach and/or AT&T IP Toll-Free.
 - No Call Detail Records (CDR") or call quality reports will be provided for Sites without a VQM.
 - Customer shall have a skilled technical help desk to resolve VoIP issues within the Customer-managed network (managed IP PBXs, routers, switches etc.). In addition,

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- Customer shall have the tools needed to resolve troubles within its managed network, and to collect CDR data as required.
- Customer will identify when the trouble is a physical circuit issue or Session Initiation Protocol (“SIP”) trouble. Customer must report troubles directly to the AT&T VPN transport team when it detects a physical circuit trouble, as well as to the AT&T IP Flexible Reach/AT&T IP Toll-Free help desk when the trouble is with SIP service.
 - At AT&T IP Flexible Reach or AT&T Toll-Free Sites with no VQM, Customer further agrees to:
 - Eliminate trouble within its voice network before calling AT&T.
 - Provide basic information when reporting voice trouble to AT&T, such as gateway IP address, call error codes, charged telephone number, called party number, calling party number, and the time the call was placed.
 - Be responsible for all voice equipment on Customer’s premises.
 - SERVICE LEVEL AGREEMENTS (SLAs) for AT&T IP FLEXIBLE REACH OR AT&T IP TOLL-FREE SITES WITH NO VQM:
 - No Call Quality SLAs will be provided to Sites without a VQM.
 - All other standard SLAs will apply to the underlying Services.

The PB VQM may also be referred to as a “LAN Probe.”

SD-5.2.6. VoIP Adapter – SBC Integrated

Section Effective Date: 20-Apr-2017

This software is an optional feature, available for AT&T IP Flexible Reach and AT&T IPTF Sites with an AT&T VPN Managed Router. The software is installed on the AT&T VPN Managed Router that provides an IP handoff to a compatible IP PBX.

SD-5.2.7. VoIP Adapter – TDM

Section Effective Date: 22-Aug-2014

The VoIP Adapter - TDM provides a TDM gateway card(s) that enables Customer to use TDM equipment at Sites that utilize the AT&T VPN Service as the Underlying Transport Service with an AT&T VPN Managed Router. The VoIP Adapter – TDM collects call detail records used by AT&T in support of the Call Quality SLA.

SD-5.2.8. Supported Concurrent Calls

Section Effective Date: 11-Jun-2015

Customer is responsible for determining the number of Concurrent Calls needed at a Customer BVoIP Site; determination should be based on Customer’s monthly busy hour traffic. If Customer does not order enough Concurrent Call capacity, BVoIP calls may be blocked if Customer or Users attempt more than the number of Concurrent Calls selected.

A minimum of six Concurrent Calls per circuit are required. The maximum of Concurrent Calls supported varies based on circuit bandwidth, interface selection, and CPE. Contact your AT&T sales representative for additional information.

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SD-5.3. Dial Plan Setup*Section Effective Date: 14-Apr-2011*

When BVoIP is used in conjunction with a customer-owned PBX, AT&T will develop and present to Customer for implementation a PBX dial plan or private dial package based on information provided by Customer. The dial plan/package will indicate AT&T's recommended routing scheme for outbound calls based on the digits dialed. If required by Customer, the dial plan/package will include alternate PSTN routing. The BVoIP one-time charge includes the initial setup of Customer's dial plan.

SD-5.4. Telephone Numbers for IP Flexible Reach**SD-5.4.1. Virtual Telephone Number (VTN) Feature***Section Effective Date: 11-Jun-2015*

In the US Mainland, the VTN Feature permits Customer to choose local telephone numbers from any customer-selected Local Calling Area within the AT&T BVoIP local footprint for use at a Customer BVoIP Site physically located in a different Local Calling Area. Customer may use the VTN Feature with Calling Plan B, Calling Plan C or Calling Plan E to centralize call delivery by routing calls originating from multiple Local Calling Areas to one, centralized Customer BVoIP Site. The VTN Feature is available only for telephone numbers from Local Calling Areas and for Customer BVoIP Sites using Calling Plan B, Calling Plan C or Calling Plan E located within the AT&T BVoIP local footprint.

For VTNs, the classification of Off-Net Calls as "local" or "toll" is based on the Local Calling Area normally associated with the assigned telephone number, not the geographic area where the VTN is being used. All terms and conditions contained in the Telephone Numbers Section of this Service Guide apply to VTNs.

White Pages and Directory Assistance listings are subject to (1) rules, regulations, guidelines and requirements of Business Directory Publishers and Directory Assistance providers, including but not limited to AT&T Affiliates, relating to the information which may, may not or must be included in listings, and (2) federal, state and local laws, ordinances and regulations, including those relating to deceptive practices and deceptive advertising. Customer (not AT&T) is solely responsible for complying with (1) and (2). If Customer supplies information to AT&T that, according to the Business Directory Publisher or Directory Assistance provider or otherwise, violates (1) or does or may violate (2), Customer understands that its listing information may, without advance notice, be rejected or removed from White Pages and Directory Assistance databases, and Customer will indemnify and hold AT&T and its Affiliates harmless from any and all losses, liability, damages, penalties, fines, claims, costs or expenses (including attorneys' fees) of any kind, suffered by AT&T, by any AT&T Affiliate, by Customer or by any third party as a result of Customer's breach of its obligation.

Cross References

[SD-2.3. Telephone Numbers](#)

[P-6.3.2. Telephone Number Charges](#)

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SD-5.4.2. Telephone Numbers for Future Use

Section Effective Date: 11-Jul-2017

Customer may order one or more blocks of telephone numbers for future use. Customers that elect this option shall provide an accurate customer Site or Branch Office Extension (BOE) address for each number during the ordering process. Customer agrees that it shall first utilize such telephone number(s) at the Site or BOE address provided. Customer further agrees that if Customer elects to utilize any or all such telephone numbers at a different Site or BOE address, Customer will comply with the requirements set forth in Section 5.4.3 of this Service Guide prior to use of the telephone numbers at the new address.

SD-5.4.3. Telephone Number Moves

Section Effective Date: 11-Jul-2017

Customer may move a telephone number(s) from one Site or BOE to another, subject to compliance with the requirements in this section.

A Move may require AT&T to make network and other system-related changes to ensure proper billing and provisioning. Customer shall provide AT&T at least 45-days prior written notice of a Move. The notice shall:

- identify all telephone numbers subject to the Move
- provide the new Site or BOE address for each telephone number subject to the Move
- provide a requested Move date per telephone number

SD-5.5. Branch Office Extensions

Section Effective Date: 04-Jun-2016

In the US Mainland, this configuration is available to Customers subscribing to IP Flexible Reach with Calling Plans B or C, and enables telephone numbers for all the branch office Customer VoIP Sites to be supported by a single, Customer-designated PBX. The Branch Office capability enables a Customer to use its existing data network to distribute the calls to its branch office Customer VoIP Sites. Customer can assign the normal local calling capability to each branch office location. Address data is maintained for the branch office, which means appropriate directory listing, taxing, regulatory fees, and TN assignments can be associated with the branch office location. Branch office locations must be within the footprint of AT&T's service area for AT&T IP Flexible Reach with Calling Plans B or C. Branch Office Extensions are not supported with analog handoff or with two or more cascaded TDM PBXs (e.g. IP Flexible Reach service connects to a PBX in one building, and Customer ties that PBX with a PBX in another location).

SD-5.6. Inbound Alternate Routing

Section Effective Date: 27-Jul-2015

Inbound Alternate Routing ("IAR") is an optional feature that redirects incoming calls, intended for call completion at one Customer AT&T IP Flexible Reach Site (primary location), to another pre-defined alternate Customer AT&T IP Flexible Reach Site (secondary location) when there is a busy condition or Service or equipment failure at the primary location, or a failure of the AT&T Network that does not allow call completion at the primary location. IAR is only available where

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AT&T IP Flexible Reach Service is provided to the Customer at both the primary and secondary locations; however, each Customer AT&T IP Flexible Reach Site can be both the primary and secondary location to another Customer AT&T IP Flexible Reach Site.

AT SECONDARY LOCATIONS WITH CALLING PLAN A, IAR IS INTENDED TO BE ONLY USED WHEN UNEXPECTED SERVICE CONDITIONS REQUIRE REDIRECTING INCOMING CALLS, AS DESCRIBED ABOVE. IF AT&T DETERMINES THAT CUSTOMER IS USING IAR SERVICE FOR REASONS OTHER THAN ITS INTENDED PURPOSE, THEN AT&T RESERVES THE RIGHT, IN ITS SOLE DISCRETION, TO PROHIBIT CUSTOMER'S USE OF IAR.

IAR is available only to AT&T IP Flexible Reach Sites (primary and secondary locations) where Off-Net Calling is permitted.

SD-5.7. Border Gateway Protocol Resiliency

Section Effective Date: 28-Feb-2017

Border Gateway Protocol Resiliency ("BGP-R") is an available feature for AT&T IP Toll-Free and AT&T IP Flexible Reach, provided the Underlying Transport Service is AT&T VPN Service or ADI with the PNT feature. BGP-R is also available for AT&T Voice DNA with AT&T VPN Service only. BGP-R is not available with AT&T Business in a Box Service (BIB). BGP-R enables automatic trunk failover in the event of a circuit or Customer router failure. It will move all calls, both new calls and calls in progress, to an alternate circuit. BGP-R is most commonly applied to failovers within a Customer location but in some circumstances can be used across geographic locations. BGP-R may be used with other resiliency features that provide Site to Site failover as a result of complete Site outage, such as AT&T IP Flexible Reach IAR or Trunk Call Routing. BGP-R can also enable multiple levels of failover. A primary Site can be supported by up to four secondary Sites. One Site is allowed per level.

BGP-R Conditions and Limitations:

- Customer must have enough bandwidth to support the traffic under normal or failure conditions, on each circuit.
- Customers must have connectivity within their network to enable the BGP-R associated circuits to access a common SBC or IP PBX.
- Customer AT&T VPN Service routers must be BGP-enabled.
- Traffic packet shaper devices are not supported.
- There is no premises-based VQM Monitoring during failover.
- For Ethernet transport, Bidirectional Forwarding Detection (BFD) on the AT&T VPN Service transport is required.
- BGP-R for Voice DNA is available at Sites utilizing a Customer managed router only.

Cross References

[SD-12.3.2.1. AT&T IP Features and Options](#)

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[SD-5.7. Border Gateway Protocol Resiliency](#)

SD-5.8. AT&T IP Flexible Reach Enhanced Features Package

SD-5.8.1. Availability of AT&T IP Flexible Reach Enhanced Features Package

Section Effective Date: 11-Jun-2015

The AT&T IP Flexible Reach Enhanced Features Package is an option available to customers with AT&T IP Flexible Reach service Calling Plan A, B or C, at Sites located in the US Mainland or, on an ICB basis only, in Alaska or Hawaii.

Cross References

[P-6.3.3.1. Rate Table BVOIP-IPFR-EFP: AT&T IP Flexible Reach Enhanced Features Package Charges](#)

[SD-10.2.5.1. Supported Firewalls and Switches](#)

[SD-9. AT&T Voice DNA VoIP Demarc/Site Survivability](#)

SD-5.8.2. Description of AT&T IP Flexible Reach Enhanced Features Package

Section Effective Date: 08-Sep-2017

The AT&T IP Flexible Reach Enhanced Features Package includes the features and capabilities set out below.

AT&T IP Flexible Reach Enhanced Features Package Table	
Telephone Number User features	
Account Codes	Allows a User to assign certain calls to specified accounts, for tracking purposes.
Anonymous Call Rejection	Allows a User to reject calls that don't have a caller ID. This feature also appears as a sub-option for Sequential Ring, Simultaneous Ring, Call Forwarding Selective, Selective Call Acceptance and Selective Call Rejection.
Authorization Codes	Users assigned the Authorization Code service are prompted to enter a valid authorization code when making a call outside of the group.
Call Forwarding	
- Always	Enables a User to redirect all incoming calls to another phone number.
- Busy	Enables a User to redirect calls to another destination when an incoming call encounters a busy condition. A caller may hear a busy signal when there are too many active calls at a Site, or Selective Call Accept/Reject is in use at the Site.
- No Answer	Enables a User to redirect calls to another destination when an incoming call is not answered within a specified number of rings. The User must specify the forwarding number and the number of rings before forwarding.
- Not Reachable	Allows for configuring a Telephone Number where a call should be redirected when the AT&T IP Flexible Reach Telephone Number is unreachable.
- Selective	Enables a User to define criteria that causes certain incoming calls to be redirected to another destination If an incoming call meets User- specified

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AT&T Business Service Guide
AT&T Business Voice over IP (VoIP) Services

AT&T IP Flexible Reach Enhanced Features Package Table	
	criteria, the call is redirected to the User-specified destination.
Call Transfer	
- Blind Transfer (SIP Refer)	Provides the ability to transfer an active call to another specific destination (Target Party) without consulting with the destination party. This feature is only available with an IP handoff and releases the media of the redirecting party.
- Intercept Announcements	Enables administrators to intercept calls routed to a telephone number with informative announcements. If this feature is set, only emergency and intra-enterprise calls are allowed. AT&T is not responsible for any content that you transmit, store, record or play using the Intercept Announcement feature. Your content shall not violate the AT&T Acceptable Use Policy or the intellectual property rights of AT&T or any third party.
- User to User Information	Ability to pass information from the Redirecting Party to the Target Party during call transfers.
- With Consultation	Provides the ability to allow the redirecting party to place the calling party on hold, make a call to the Target Party for consultation, and then initiate a transfer to connect the caller with the Target Party.

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AT&T IP Flexible Reach Enhanced Features Package Table	
Configurable Calling Line ID	Allows Customer to display a different Calling Line ID than the called-from Telephone Number for outbound calls. The Configurable Calling Line ID must be a 10-digit or 8YY Telephone Number, must be associated with Customer, and must enable the called party to determine the identity of Customer. Configurable Calling Line ID does not apply to calls to specialty numbers (e.g. N11, Operator, Directory Assistance, NPA-555-1212). Available only on Calling Plan B or C.
Customer Originated Trace	Enables a User to trace a call by dialing *57 after hanging up.
Dial Restrictions	Enables an Enterprise Administrator to block, allow or require an authorization code for certain call types including intra-enterprise, domestic, toll free, international, operator assistance, and directory assistance.
Max DID Policing	Allows Customer to define the maximum number of inbound Concurrent Calls per Telephone Number.
Schedules	Allows Enterprise Administrators and Users to plan a time table that will apply to all call screening activity. Schedules supports the following features: Call Acceptance, Call Forwarding Selective, Call Rejection, Sequential Ring, Simultaneous Ringing.
Selective Call Acceptance	Enables a User to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user-specified criteria, the call is allowed to complete to the user. All other calls are blocked and the caller is informed that the user does not wish to receive the call.
Selective Call Rejection	Enables a User to define criteria that causes certain incoming calls to be rejected. If an incoming call meets user-specified criteria, the call is rejected. All other calls are allowed to complete.
Sequential Ringing (Locate me)	Enables Users to define a “find-me” list of up to 5 phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the feature searches for the User, the calling party is provided with a greeting followed by periodic comfort announcements. The User can specify the number of rings for each number before the call moves to the next.
Simultaneous Ringing	Enables Users to have multiple phones ring simultaneously when any calls are received on their AT&T IP Flexible Reach phone number (up to 10 Telephone Numbers). The first phone to be answered is connected.
Trunk Call Routing Features	
Concurrent Call Sharing and Burstable Trunk	If Concurrent Call usage at a Site exceeds that Site’s call capacity, after the Trunk Call Routing arrangement(s) is exhausted, Concurrent Call Sharing and Burstable Trunk allows that Site to borrow available capacity from the same Customer Dial Plan ID within the AT&T IP Flexible Reach network.
Linear	Ability to route inbound calls to specific, ordered list of Group Trunk Groups in the multiple site arrangement. If the selected Group Trunk Group is not available or is at capacity, the next Group Trunk Group is selected in the multiple trunk group arrangement. The overflow pattern is a serial Group Trunk Group selection until route exhaust. Upon route exhaust, the call will be redirected to the TN specified by Customer if route exhaust is activated; the caller will receive

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AT&T IP Flexible Reach Enhanced Features Package Table	
	a busy signal if route exhaust is not activated.
Most Idle	Ability to route inbound calls to the least utilized Group Trunk Group in the multiple site arrangement. Upon route exhaust, the call will be redirected to the TN specified by Customer if route exhaust is activated; the caller will receive a busy signal if route exhaust is not activated.
Percent Allocation	Ability to route a specific percentage of inbound calls to specific Group Trunk Groups in the multiple site arrangement. The aggregate percentage of the trunk arrangement must be 100%. If the selected Group Trunk Group is not available or is at capacity, the next Group Trunk Group selected is based on the percent allocation of the remaining available Group Trunk Groups
Round Robin	Ability to route inbound calls in an equally distributed pattern across the Group Trunk Groups in the multiple site arrangement. Upon route exhaust, the call will be redirected to the TN specified by Customer if route exhaust is activated; the caller will receive a busy signal if route exhaust is not activated.
Customer Portal	
The Customer Portal is a web-based tool that enables customers to manage their Enhanced Features Package from an Internet connection. The Customer Portal is automatically added when the Enhanced Features Package is added to the base AT&T IP Flexible Reach service. The Customer Portal will be unavailable during maintenance. AT&T will provide 30-days prior notice of a maintenance event on the Customer Portal.	

SD-5.8.3. Compatible CPE with AT&T IP Flexible Reach Enhanced Features Package

Section Effective Date: 22-Mar-2013

AT&T IP Flexible Reach Enhanced Features operate only with certain makes and models of CPE (e.g., IP-PBXs), and not all features are available with all CPE.

Cross References

[SD-5.2. Compatible CPE and PBX Models](#)

SD-5.8.4. Equipment Test and Turn Up

Section Effective Date: 22-Mar-2013

Customer will designate an employee to act as administrator of the AT&T IP Flexible Reach Enhanced Features Package (Enterprise Administrator). The Enterprise Administrator must be given access to the Customer Portal and must be available to assist AT&T with Test and Turn up functions. AT&T will perform the following Test and Turn Up functions applicable to the Site for the Enhanced Features package:

- Confirm that the features function correctly by configuring up to the first five telephone numbers provided in the technical questionnaire and conducting test calls.
- Verify that the Enterprise Administrator can access and make a change in the Customer Portal.

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- When AT&T confirms successful Test and Turn Up, AT&T will inform Customer of order closeout and provide Customer with AT&T IP Flexible Reach service contact information.

SD-5.9. AT&T IP Flexible Reach Deployment Services Statement of Work

Section Effective Date: 17-Mar-2010

This AT&T IP Flexible Reach Deployment Statement of Work (“IP Flex SOW”) describes the standard installation and deployment services AT&T provides customers in support of their AT&T IP Flexible Reach Sites located in the United States of America (mainland). Any modification to this Statement of Work requested by customer will require a custom Statement of Work.

SD-5.9.1. AT&T IP Flexible Reach SOW Scope of Services

Section Effective Date: 27-Jun-2015

AT&T will provide deployment services (“Services”) as detailed below and in the IP Flex SOW provided to the Customer. These Services are in support of the implementation of AT&T IP Flexible Reach. AT&T Services provided in the IP Flex SOW include the following:

- Project Management
- AT&T IP Flexible Reach Site Readiness Survey(s) (not applicable to Customer-managed routers)
 - pre-Survey via phone prior to scheduling any on-site visits
 - on-site Readiness Survey Form will only be completed if issues arise and the scheduled installation cannot be completed during the first visit
- AT&T IP Flexible Reach Customer BVoIP Site Installation
 - managed router Installation (not applicable to Customer-managed routers)
 - Tenor Quintum Installation (if required) (not applicable to Customer BVoIP Sites using AT&T VPN as the Underlying Transport Service)
 - extension of Demarcation Point (“demarc”) (additional charges may apply) (not applicable to Customer-managed routers)
 - AT&T IP Flexible Reach Test and Turn Up

SD-5.9.2. IP Flex SOW AT&T Responsibilities

Section Effective Date: 14-Apr-2011

The following sub-sections provide AT&T Responsibilities which are included under the AT&T IP Flexible Reach Statement of Work. Activities not expressly identified in the sub-sections that follow as AT&T Responsibility are outside the scope of the IP Flex SOW. At a minimum, AT&T is not responsible for (a) any activities listed in the sub-section entitled “Customer Responsibilities”, or (b) any network or other equipment, facilities or services on the line side of the Customer PBX, Key System, or other CPE.

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SD-5.9.3. AT&T Project Management

Section Effective Date: 14-Apr-2011

AT&T will assign a designated AT&T Project Manager (“AT&T Project Manager”) to interface directly with the Customer during implementation of AT&T IP Flexible Reach. Customer will appoint a Customer Project Manager to interface directly with the AT&T Project Manager . The AT&T Project Manager will:

- serve as the primary interface to the Customer organization;
- function as the escalation focal point for issues that may arise under the IP Flex SOW;
- participate in status meetings regarding the project;
- implement mutually agreed upon schedules; and
- coordinate the installation of Equipment, as required by AT&T, at the Customer Sites.

SD-5.9.4. Customer BVoIP Site Readiness Surveys

SD-5.9.4.1. Customer BVoIP Site Readiness Surveys for ADI and ADI with the MPLS PNT Feature

Section Effective Date: 28-Feb-2017

A phone survey will be conducted prior to any Customer BVoIP Site visit. This survey will consist of Customer orientation; advising the local Customer BVoIP Site contact of the pending Customer BVoIP Site work; and gathering the appropriate pre-installation information. Initial determination of Customer BVoIP Site readiness will be addressed by completing a one (1) hour phone assessment which shall include identifying the following:

- Has the AT&T-managed router been installed pursuant to Customer’s ADI agreement;
- Power outlet availability;
- PBX make/model and interfaces (or other CPE if no PBX is used);
- Location of demarc and assess if inside wire required for AT&T-managed router; and
- Determine the connection from AT&T-managed router to Customer premises PBX or gateway (e.g., Quintum)

If unforeseen issues arise while at the Customer BVoIP Site, a Customer BVoIP Site Readiness Survey Form will be completed to identify any further remediation requirements, and the Customer BVoIP Site turn-up will be rescheduled once all issues are addressed.

SD-5.9.4.2. Site Readiness Surveys for AT&T VPN

Section Effective Date: 27-Jun-2015

A technical interview will be conducted. This interview will cover information about the Customer Site such as:

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- Type of PBX;
- Customer's need for new telephone numbers and/or porting existing telephone numbers;
- Definition of dial plan (how the PBX handles telephone calls); and
- Power outlet availability.

SD-5.9.5. Customer BVoIP Site Installation

SD-5.9.5.1. Customer BVoIP Site Installation for All Transport Types

Section Effective Date: 01-Mar-2010

AT&T will confirm that AT&T CPE is properly configured, installed and operational during Test and Turn Up. The Test and Turn Up plan will include completion of two test calls to validate connectivity to the AT&T network.

SD-5.9.5.2. Customer BVoIP Site Installation for ADI and ADI with MPLS PNT Transport

Section Effective Date: 28-Feb-2017

The AT&T on-Customer BVoIP Site technician will perform the necessary duties outlined below as part of the installation, turn-up, and test of the AT&T IP Flexible Reach.

Complete any of the following activities (if required):

- Managed Router Installation
 - Un-box and install the AT&T-managed router next to the AT&T-managed router Circuit SmartJack or existing demarc extension connection.
 - Connect the AT&T-managed router WAN interface port to the AT&T-managed router Circuit SmartJack or existing demarc extension connection.
 - Connect the Ethernet port on the AT&T-managed router to a port on the Customer designated Ethernet switch.
 - Power up AT&T-managed router and verify connectivity to AT&T WAN via "ping".
- Tenor Quintum Installation (if a Quintum Device is required)
 - Install the Quintum unit before or during the AT&T IP Flexible Reach circuit turn up and test, and after the AT&T IP Flexible Reach Managed Router has been powered up.
 - Connect the Managed Router and the Quintum unit.
 - Provide a five (5) foot Amphenol cable and 66-block for interconnectivity with the Tenor Quintum.
 - Ensure proper placement of unit, power up and initial hardware check of the Equipment, mount a 66-block, and cross-connect the connections/wires. Technician will test the lines using a Butt set and insure proper connectivity.
 - AT&T will contact Quintum when the Quintum unit is ready, including giving the IP Address of the unit.

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- Strap inside wiring into position in a neat and orderly manner.
- Create a T1 Crossover cable for use between the Customer PBX/Key System and the AT&T supplied Equipment (if required) (cable shall not exceed ten (10) feet in length)
- Perform Optional – Inside Wire work, as needed (additional charges may apply)

AT&T shall present a Customer BVoIP Site Acceptance Form to the Customer for signature upon completion of the Service(s). Customer shall have five (5) Business Days from receipt of the Customer BVoIP Site Acceptance Form to execute the form or notify AT&T in writing of its reasons for rejection (“Rejection”). In the event there is no response from Customer within the five (5) Business Days, the Services shall be deemed Accepted. In the event of a Rejection, AT&T shall attempt to address the issue(s) within ten (10) Business Days of receipt of the Rejection notice, and will then resubmit the Customer BVoIP Site Acceptance Form per the above process. Note: Time to address any quality of service or re-work issues(s) may be extended by mutual consent of the parties.

SD-5.9.5.3. Customer BVoIP Site Installation for AT&T VPN Transport

Section Effective Date: 14-Apr-2011

There may be no AT&T on-Customer BVoIP Site technician for Test and Turn Up of AT&T IP Flexible Reach on AT&T VPN. Customer will comply with all Customer Responsibilities for Test and Turn Up. In AT&T’s discretion, Test & Turn Up may be completed remotely between Customer and AT&T via a Test and Turn Up call.

SD-5.9.6. Approved Quintum Devices for use with AT&T IP Flexible Reach – for ADI or ADI with MPLS PNT Transport Only

Section Effective Date: 28-Feb-2017

Quintum AF Series

Quintum AFG800

Quintum AFE600

Quintum AX Series

Quintum AXG800

Quintum AXG1200

Quintum AXG1600

Quintum AXG2400

Quintum AXM800

Quintum AXM1200

Quintum AXM1600

Quintum AXM2400

Quintum AXE800

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Quintum AXE1200

Quintum AXE1600

Quintum AXE2400

SD-5.9.7. DEMARC EXTENSIONS – Optional – Inside Wiring for ADI or ADI with MPLS PNT Transport Only

Section Effective Date: 28-Feb-2017

AT&T will install, for an additional cost, sufficient Inside Wire to support connectivity at Customer BVoIP Sites which require demarc extension. In such cases, the following cabling Services can be provided for each line that must be extended. The additional cost is detailed in the Pricing Ancillary Charges, Inside Wiring Demarc Extension pricing table. Demarc Extension Wiring Installation is limited to the inside of the Customer's premises.

The following is part of AT&T's standard installation of voice and data cabling:

- Provide industry standard Category-5 cable with all cable terminations (RJ11 or RJ-45 connectors), strapping (tie wraps), and other materials as required to extend voice cabling.
- Strap inside wiring into position in a neat and orderly manner.
- Worksite cleanup at the Customer BVoIP Site from the Inside Wiring Services provided.

Any work determined by AT&T to not be included in the above descriptions is considered "Out-of-Scope" and additional charges will apply. Examples include, but are not limited to the following: Customer BVoIP Site-specific or union labor restrictions; landlord or adjoining tenants refusing access; extending cable between multi-buildings or multi-floors; historic structures; high ceilings (over 12 feet) requiring a mechanical lift; conduit or plenum cable codes; cutting or drilling concrete or pavement; cutting and repairing sheetrock; burying conduit; barriers to cable routing; solid ceilings; blocked wall passages; lack of availability of open fishable conduit in parking lot locations; limited ground or overhead clearance; or, cable passages filled with existing cables. In addition, AT&T will not perform work in areas believed to be contaminated with asbestos or other hazardous materials; upon discovering the work area to be contaminated AT&T will immediately notify the Customer of the contamination. Any and all nonstandard wiring environment work will require prior approval by AT&T and the Customer and may result in changes to the price, schedule or other terms.

SD-5.9.8. Customer Responsibilities

SD-5.9.8.1. Customer Responsibilities for ADI and ADI with MPLS PNT Feature

Section Effective Date: 28-Feb-2017

Customer will:

- designate a Customer Project Manager to whom all AT&T communications may be addressed and who has authority to act on all aspects of the Service (such primary contact shall be available during Consultation Hours);

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- designate a back up to the Customer Project Manager who has the authority to act on all aspects of the Services related to this IP Flex SOW in the absence of the primary Customer Project Manager;
- provide AT&T a minimum of seven (7)-business days notice for scheduling on-site Installations (expedite charges will apply for scheduling resources less than three (3) business days in advance of desired on-site installation);
- for each Customer BVoIP Site to be deployed, provide contact name, telephone number, address, and email for both a primary and backup Local Customer BVoIP Site Contact (this is to facilitate local scheduling issues, Equipment delivery confirmation, and other Customer BVoIP Site-specific details. This information is also to be provided to the AT&T Project Manager for each Customer BVoIP Site at time of Service request);
- provide in-house wiring meeting, at a minimum, the specifications for Category-5 cabling, where applicable;
- perform all Customer BVoIP Site preparation activities including, but not limited to, power, core drilling, ventilation, proper environmental conditions as per the Equipment manufacturer's specifications and the installation of Equipment racks;
- provide authorized personnel (on-site) during the on-site installation as necessary to assist and cooperate in the installation (Customer must also provide all information and data requested by AT&T in connection with the installation of the Services);
- provide access, escorts and/or badges for AT&T personnel to all necessary building areas in order to implement said project;
- install and test all applicable Customer provided data and voice circuits prior to the scheduled Customer BVoIP Site circuit installation date and also ensure that circuit demarcation points are clearly identified;
- ensure the appropriate Customer IT personnel will be available during the AT&T technical discovery phase;
- provide a signature sign-off, at concurrence of Customer BVoIP Site completion, for each Customer BVoIP Site where AT&T has provided Services under this IP Flex SOW;
- ensure that all pre-existing equipment (which will interface with this deployment) is fully operational prior to any on-site installation appointments, and satisfies the requirements for this project (Customer assumes complete responsibility if this equipment is faulty in any fashion);
- complete all necessary configuration changes and/or upgrades of software (necessary for compatibility with the new system) prior to the AT&T technician arrival on-site (configuration or software incompatibilities of pre-existing equipment, that result in additional time on site, will incur additional charges and must be handled via the Change Order Process listed herein);
- provide access for project execution during Consultation Hours (project execution will be performed during this timeframe. If physical access to a Customer BVoIP Site is required, such physical access must be permitted during Standard Business Hours);

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- assume responsibility for the network infrastructure upon completion of the Services specified in this IP Flex SOW;
- provide required Amphenol cabling for Tenor AX CPE installations or select Inside Wiring option;
- provide an installed 66 Block with connected analog lines and appropriate Amphenol connector to support Tenor AX installation or select Inside Wiring option;
- provide RJ11 connections to support Tenor AF installation or select Inside Wiring option;
- make (or ensure Customer's telephone system vendor makes) the final connection (cross-connects) to the PBX; and
- be responsible for all PBX programming.

If uncertified CPE is used, Customer shall comply with the testing and other obligations set forth in SD-5.2.

Cross References

[SD-12.1. Compatible CPE and PBX Models](#)

SD-5.9.8.2. Customer Responsibilities for AT&T VPN Service

Section Effective Date: 27-Jun-2015

Customer will:

- ensure that the Customer Project Manager is available to AT&T, via telephone, pager or as otherwise agreed to, for project execution assistance during Consultation Hours (Project execution will be performed during this timeframe);
- if physical access to a Customer BVoIP Site is required for project execution, permit such physical access during Standard Business Hours;
- designate a back-up to the Customer Project Manager who has the same authority to act on all aspects of the Services, in the absence of the Customer Project Manager;
- designate a primary and back-up local contact for each Customer Site where Service is to be deployed, and provide their contact names, telephone numbers, physical addresses and e-mail addresses to the AT&T Project Manager for each Customer BVoIP Site at time of Service request;
- provide in-house wiring meeting, at a minimum, the specifications for Category-5 cabling, and, where applicable, Ethernet standards;
- perform all Customer BVoIP Site preparation activities including, but not limited to, power, core drilling, ventilation, proper environmental conditions as per the equipment manufacturer's specifications and the installation of equipment racks;
- provide a signature sign-off, at concurrence of Customer BVoIP Site completion, for each Customer BVoIP Site where AT&T has provided Services under this IP Flex SOW;

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- ensure that all pre-existing equipment (which will interface with this deployment) is fully operational and satisfies the requirements for this project (Customer assumes complete responsibility if this equipment is faulty in any fashion);
- make access available for project execution during AT&T Consultation Hours;
- assume responsibility for the network infrastructure upon completion of the Services specified in this IP Flex SOW;
- make, or ensure that its telephone system vendor makes, the final connection (cross-connects) to the PBX; and

For Sites with a Customer-managed router, Customer will also:

- provide a Customer-managed router selected from a list of routers certified by AT&T for use with AT&T IP Flexible Reach on AT&T VPN Service;
- configure the Customer-managed router following the configuration guidelines provided by AT&T in the CCG;
- provide any additional hardware or software associated with the Customer-managed router (e.g., VoIP module card, CUBE software, etc.);
- promptly remove from the Customer-managed router, and cease all advertising of, any IP address associated with a VQM that has been disabled, disconnected, terminated, deactivated or is otherwise not in use;
- assume responsibility to complete all Customer-managed router configurations and PBX programming.

For Sites with an AT&T VPN Managed Router, Customer will also:

- provide a Customer-managed SBC, if applicable, certified by AT&T for use with AT&T IP Flexible Reach on AT&T VPN Service;
- configure the SBC following the configuration guidelines provided by AT&T in the CCG;
- be responsible for completing all PBX programming.

SD-5.9.9. Assumptions

Section Effective Date: 15-May-2012

All pricing, terms and conditions in the IP Flex SOW (and to which the IP Flex SOW applies) are based on the following assumptions:

- All on-site work will be performed during Standard Business Hours; all remote work will be performed during Consultation Hours.
- All Services and Charges are based upon providing Services at a single Customer BVoIP Site within the US Mainland, and a single Customer BVoIP Site visit.
- Installation of Equipment, such as devices not defined in the SOW, or the installation of circuits, is considered Out-of-Scope.
- Any services not specified in the AT&T proposal are not included and are considered Out-of-Scope.

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- Any requirement for additional Equipment will be handled under the Change Order Process and be billed as a separate line item on the required invoices.
- Demarcation extension pricing is based upon the work being performed concurrent with the installation Customer BVoIP Site visit. Time and Materials (T&M) rates will apply if this work is performed during a separate Customer BVoIP Site visit.
- AT&T shall separately invoice charges for optional services requested and approved by Customer (such services would include items such as extended inside wiring work).
- All demarcation extension work exceeding 300 feet will require special bid pricing.
- All work assumes ceilings are no more than ten (10) feet in height in any area; work areas are open and free of insulation or other obstructions; and all areas have easily accessible drop-in ceiling panels.
- Removal and/or replacement of interlocking ceiling tiles are not including in this pricing.
- Assumes all walls are open to run cables through; are free of insulation or other obstructions; and are easily fishable.
- No coring, conduit placement, penetration of firewall, sleeve placement, backboards or painting of backboards will be required.
- All existing conduits to be used are free and clear with pull strings, adequate pull boxes, and sufficient capacity for installations as required and conduits are owned by the Customer.
- No special equipment is required. For example, scissors lift, extension ladder, hammer drill, concrete saw, jackhammer, and etc
- There is sufficient space in the computer room, telephone closet, equipment room, or electrical room to install cables.
- No work shall be done in any area that has been certified or suspected as being asbestos hazarded.
- The use of Electrical Magnetic Interference (EMI) shielded cable (if required) will be billed at an additional cost.

SD-5.9.10. Change Control Process

Section Effective Date: 14-Apr-2011

The Change Control Process governs changes to the project scope during the life of the Service installation implementation project. This Change Control Process will commence at the start of the project and will continue throughout the implementation. Additional procedures and responsibilities may be outlined by the Project Manager, and when mutually agreed to by AT&T and Customer, will be included in the baseline project plan.

A Change Request will be the vehicle for communicating any desired changes to the project. It will describe the change, the reason for the change, and the effect the change may have on the project. The Project Manager of the requesting party will submit a written Change Request to the Project Manager for the other party. The other party will formulate an initial response.

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Both AT&T and Customer will review the proposed Change Request and either approve it or reject it. If approved, both AT&T and Customer will sign the Change Request Form. The receiving party will act on a change request no later than five (5) business days.

Both AT&T and Customer must sign the approval portion of the Change Request to authorize the implementation of any change that affects the Project's scope, schedule, or price.

SD-5.10. Sequential Routing

Section Effective Date: 12-Dec-2013

Sequential Routing is a network feature available on an individual case basis (ICB) for customers that require high availability during a service address move, circuit change or Branch Office Extension move where the temporary removal of Inbound Alternate Routing or Trunk Call routing is required.

AT&T Responsibilities

- Implement Sequential routing on the IP border elements supporting both circuits to ensure no calls are dropped when telephone number move process takes place.
- Remove Sequential routing on the IP border elements once telephone numbers have been successfully moved from the source circuits to the target site circuits.

Customer Responsibilities

- Test numbers after they have been moved to the target circuits.

SERVICE LEVEL AGREEMENTS (SLAs)

- No SLAs are available for Sequential Routing.
- Standard SLAs will apply to the underlying Services.

SD-5.11. Site Survivability

Section Effective Date: 25-Sep-2017

IP Flexible Reach Site Survivability is a feature that allows a Customer to reconnect its IP Flexible Reach service at an eligible Site in instances when the Customer's circuit(s) fail. Customer can reconnect to the AT&T network using AT&T ANIRA Components and the AT&T 4G/LTE network. This feature is not available for Branch Office Extensions.

IP Flexible Reach Site Survivability is provided on a best effort basis, as the available bandwidth on the redundant link(s) is variable and not guaranteed. If calls are made in excess of the available bandwidth, all calls may have reduced quality. Service Level Agreement credits are not available for Sites using this feature.

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SD-5.11.1. Eligibility*Section Effective Date: 25-Sep-2017*

IP Flexible Reach Site Survivability is only available for Sites using IP Flexible Reach with Managed AT&T VPN access services. An eligible Site shall not have more than one (1) T1 or 1M Ethernet WAN access and must be located in the United States.

SD-6. AT&T Voice DNA**SD-6.1. General***Section Effective Date: 19-May-2011*

The AT&T Voice DNA® services are network-based, hosted Interconnected VoIP service solutions that combine VoIP service with traditional TDM communications features, functionality and local and long distance calling capabilities. Customer must order either Calling Plan B or C with AT&T Voice DNA and AT&T Voice DNA Remote Worker. Customer must order Calling Plan E with AT&T Voice DNA for Small Business. AT&T Voice DNA is available only with certain makes and models of telephone sets. AT&T reserves the right to change, add or modify features available with AT&T Voice DNA service without notice to the Customer. Customer must select a feature package for each User. AT&T Voice DNA service supports a variety of User profiles including, and not necessarily limited to the following: a User at a corporate Customer BVoIP Site with a publicly dialable ten-digit telephone number; a User with an assigned extension number which is not reachable by direct dialing from outside of the Customer's AT&T Voice DNA service; or, a User not physically located at a corporate Customer BVoIP Site but is considered On-Net ("remote worker") and having assigned ten-digit publicly dialable telephone number.

Cross References

[SD-2.5. 911 and E911 Emergency Calling Services](#)**SD-6.1.1. AT&T Voice DNA Customer Roles and Responsibilities***Section Effective Date: 28-Feb-2017*

The AT&T Voice DNA demarcation point for AT&T Voice DNA® on ADI is the LAN interface of the AT&T-managed router at the Site. The AT&T Voice DNA demarcation point for AT&T Voice DNA on AT&T VPN is the LAN interface of the MID at the Site. AT&T is responsible for the AT&T-managed router and/or the MID, as applicable, and the interface to the Wide Area Network. Customer is responsible for all maintenance and/or any troubles associated with any devices or equipment on the customer LAN behind the point of demarcation (e.g. LAN Switch, IP Phones, Soft phones). Customer must purchase equipment such as phones. Customer must appoint a Voice DNA® Administrator ("Administrator"), and delegate to that Administrator the authority to act on behalf of the Customer as the single point of contact with respect to the Customer's Voice DNA system. If the Customer has purchased AT&T Voice DNA® at multiple Sites, the Customer can appoint an Administrator for each Site. Customer may also designate one or more alternate Administrators in the event that the lead Administrator is absent or unavailable; the alternate will have the same responsibilities and authority as the Administrator. The Customer's Administrator and designated alternate shall be responsible for the following:

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1) Acting as the single point of contact for all matters related to the Customer's AT&T Voice DNA® service. The Administrator has the authority and responsibility for any matters related to AT&T Voice DNA, and AT&T can rely on the Administrator's decisions and actions related to the Customer's Voice DNA;

2) Life Cycle Maintenance Administrator. The Administrator is responsible for conducting the on-going activities required to maintain and administer the Service. Activities include but are not limited to: assigning AT&T Voice DNA® features and packages, devices, equipment, telephone numbers, and voice mail service to Users; adding and removing Users from the Service, controlling feature settings and feature access by Users; updating User profiles via the AT&T Voice DNA® Administrator Tool as well as issuing service change orders via AT&T Business Direct®;

The Customer's Administrator is authorized to:

- discuss Service issues with AT&T Customer Care;
- act as lead Customer participant in the initial and any subsequent technical interview;
- perform or delegate the performance of required Service acceptance testing. Service acceptance testing will include, but is not limited to, placing test telephone and fax calls to On-Net Customer BVoIP Sites and to Off-Net numbers;
- establish and maintain Customer's Dial Plan;
- perform cooperative troubleshooting with AT&T when reasonably required; and
- assign the Default Calling Number (DCN) to a VDNA User who will be available to answer emergency calls from public safety personnel.

In addition, the Customer Administrator shall:

- ensure compliance throughout Customer's enterprise with the FCC's requirements with respect to User access to 911, and ensure Users acknowledge their understanding of the differences between access to 911 with traditional phone service and access to 911 with VoIP;
- ensure that the necessary IP telephones and associated LAN equipment are available and operating; and
- ensure that customer or third party managed devices are properly configured.

SD-6.1.2. Compatible CPE with AT&T VDNA Service

Section Effective Date: 15-Jan-2012

AT&T VDNA services operate only with certain makes and models of CPE (e.g., PBXs, key systems and station equipment), and not all features are available with all CPE. Customer may obtain CPE from AT&T for use with the AT&T VDNA services, or may obtain CPE from third parties. AT&T sales personnel will provide information regarding specific CPE that is compatible with Customer's AT&T VDNA services upon Customer request. AT&T does not warrant, nor make any representations whatsoever regarding the extent of CPE capabilities, including emergency (e.g., E911/911) calling capabilities.

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For AT&T Voice DNA for Small Business Service, station CPE is an available option and part of the AT&T Voice DNA for Small Business Service Agreement.

SD-6.1.3. Movement Detection

Section Effective Date: 15-Mar-2014

With regard to AT&T Voice DNA®, the AT&T network attempts to detect instances in which the CPE used in connection with AT&T Voice DNA® is disconnected from its connection to the Service. In such cases, the AT&T Network may apply service limitations to the User's telephone number until the User or Customer registers its current physical location as its new Registered Location via standard AT&T practices.

SD-6.2. AT&T Voice DNA Feature Packages

Section Effective Date: 14-Apr-2011

Customer must select a feature package for each User. AT&T Voice DNA service supports a variety of User profiles including, and not necessarily limited to the following: a User at a corporate Customer VoIP Site with a publicly dialable ten-digit telephone number; or a User with an assigned extension number which is not reachable by direct dialing from outside of the Customer's AT&T Voice DNA® Service; or, a User not physically located at a corporate Customer VoIP Site but is considered On-Net ("remote worker") with an assigned ten-digit publicly dialable telephone number.

SD-6.2.1. Standard Feature Package

Section Effective Date: 30-Sep-2011

The AT&T Voice DNA and AT&T Voice DNA for Small Business Standard Feature Package allows Customers to use a web based administrator tool to set up User profiles, assign telephone numbers and feature packages to Users, reset User passwords, create company directories, create groups and billing codes and view reports. The standard features available are shown in the Standard Features Package Table below.

AT&T Voice DNA Standard Feature Package Table*	
Abbreviated Dialing	Caller ID Name & Number Presentation Blocking – All Calls with override Blocking – Per Call Location Caller ID
Account Codes (Mandatory/Optional)	Custom 911 Routing
Anonymous Call Rejection	Dial 0 for Company Operator
Audible Call Forward	DID (Direct Inward Dialing)
Authentication	DOD (Direct Outward Dialing)
Automatic Callback on Busy	Diversion Inhibitor
Bridged Line Appearance with Multiple Call Arrangement	Executive Busy Override
Call Forwarding (Unconditional, Variable Busy, No Answer,	External Transfer

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Unreachable)	
Call Hold	Fax Machines Utilizing G.711 Fax Protocol
Call Logs (viewable by administrator only)	Hunting Hunt Groups Member Number Hunting (for key systems)
Call Reason Display	Last Number Redial
Call Restriction	Music on Hold (On/Off)
Call Transfer (Blind, Consultative)	Station to Station Dialing
Call Waiting Block/Unblock Waiting Tone Enable/Disable	Three-way Conferencing

*Not all features available with all AT&T Voice DNA services or in all areas.

SD-6.2.2. Enhanced Feature Package

Section Effective Date: 30-Sep-2011

The AT&T Voice DNA Enhanced Feature Package includes the capabilities and features set out in the AT&T Voice DNA Enhanced Feature Package Table which are additional to those provided with the Standard Feature Package.

AT&T Voice DNA Enhanced Feature Package Table	
Alternate Name Search	End User Web Portal Applications
Billing (Account) Codes	Hunt Groups
Bridge Line Appearances	Intercom Calling
Caller Categories (Groups)	Last Call Return
Call Forking	Locate Me Call Forward- Busy Call Forward – No Answer Call Forward - Variable Call Treatments Caller Categories (Groups) Simultaneous Ring No Answer Ring Timers Selective Call Forwarding Selective Call Rejection from callers in specific call categories Selective Call Acceptance

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AT&T Voice DNA Enhanced Feature Package Table	
Call Forwarding - Unconditional	Missed Call Notification
Call Groups	Multi-Line Phone Support
Call Logs	Multiple-Line Appearances –single extension
Call Park	Multiple-Line Appearances – multiple extensions
Call Pickup	My Profile
Call Pickup – Directed	No Answer Ring Timers
Call Pickup – Group	Selective Call Acceptance
Call Treatments	Selective Call Forwarding
Click to Call LCD	Selective Call Rejection
Common Capabilities: Account Codes – Mandatory Account Codes – Optional Call Groups	Simultaneous Ring
Directory/Contacts	Speed Dialing Corporate
Distinctive Ringing	Speed Dialing Personal (Favorites)
Do Not Disturb	

The Enhanced Feature Package is not available for AT&T Voice DNA for Small Business.

SD-6.2.3. Premium Feature Package

Section Effective Date: 30-Sep-2011

The AT&T Voice DNA Service Premium Feature Package includes the capabilities and features shown in the AT&T Voice DNA Premium Feature Package Table which are additional to those provided with the Standard and Enhanced Feature Packages:

AT&T Voice DNA Premium Feature Package Table*	
Audio Conferencing/N-Way Calling (portal feature)	Locate Me (Find Me/Follow Me) Call Forward Busy, No Answer, Variable No Answer Ring Timers Sequential Ring Simultaneous Ring
Call Forking/MLA/BLA	Switch Phone
Call Logs	Voicemail (with Unified Messaging, Message waiting light and zero-out option)
Click to Call	Voicemail Logs

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Intercom over Speakerphone	
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*Not all features available with all AT&T Voice DNA services or in all areas.

SD-6.2.4. Additional Optional Features

Section Effective Date: 28-Feb-2017

Customer may also choose any or all of the optional features set out in the AT&T Voice DNA® Additional Optional Feature Table below. For those Optional Features which are only available with the Enhanced or Premium Feature Package, the Additional Optional Features must be ordered in conjunction with an Enhanced or Premium Package. Customer should verify with their AT&T representative the availability of any Additional Optional Feature.

The Call Distribution Module is not available with AT&T Voice DNA for Small Business. The Auto Attendant is included in the Premium Feature Package charge for AT&T Voice DNA for Small Business where available.

The Call Distribution Module is no longer available for new customers. Existing customers using this feature at a particular Site may continue to use this feature at such Site.

AT&T Voice DNA Additional Optional Feature Table	
Available with All Feature Packages	Only Available with Enhanced or Premium Feature Packages
VoIP Demarc/Site Survivability**	Call Distribution Module
AT&T VDNA Application for use with mobility devices	Auto Attendant*

*Not all features available with all AT&T Voice DNA services or in all areas.

**VoIP Demarc/Site Survivability is a required feature with AT&T Voice DNA when using AT&T VPN as the Underlying Transport Service, but is optional when using ADI.

Cross References

[SD-7. Auto Attendant](#)

[SD-9. AT&T Voice DNA VoIP Demarc/Site Survivability](#)

SD-7. Auto Attendant

SD-7.1. Auto Attendant Description

Section Effective Date: 30-Sep-2011

Auto Attendant is an optional feature for AT&T Voice DNA. It allows calls to be routed using prompts provided by Users via a touch-tone telephone. Callers into an Auto Attendant hear customer-provided voice menus and make selections between options so that their call is routed

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to selected extensions, departments, voice mailboxes, prerecorded information or announcements. Configuration of the Auto-Attendant menu is performed by an AT&T work center. The recording of greetings, announcements, and prompts must be performed by the Customer. The recording is accomplished using the Auto-Attendant's telephone-based tool.

Auto Attendant permits up to three levels of menu options, each consisting of up to seven choices ("7 x 7 x 7").

For AT&T Voice DNA for Small Business Service, a 1 x 9 Auto Attendant is available, whereby call prompts 1-3 will be preconfigured, with prompts 4-9 as definable by the Customer. Prompt 0, no action or a call transfer. This feature is not available with all AT&T Voice DNA services or in all areas.

SD-7.2. Auto Attendant Features

Section Effective Date: 14-Apr-2011

- **Dial-by-Extension Transfer.** The caller can dynamically enter an extension number and, if it exists in the system, Auto-Attendant will transfer the caller to that number.
- **Dial-by-Name Transfer.** The caller can "spell" the first or last name of a person using DTMF keys and, if it exists in the system, Auto-Attendant will transfer the caller to the number for that person
- **Direct Transfer.** The caller can be transferred to an extension number pre-defined for the menu choice; e.g., press 1 for John, press 2 for Sales.
- **Greeting/Announcement and Prompts.** Auto Attendant can play a greeting or announcement and prompt the caller to select from a menu of choices.
- **Menu Barge.** Callers can barge-in over prompts to enter the extension or menu choice they want.
- **Menu Scheduling.** Menus can be defined to be active for specific times, days, or months, and can be set to a recurring pattern.
- **Multi-Site Support.** An Auto Attendant menu can support multiple sites of a single AT&T Voice DNA tenant, or each site could have its own Auto Attendant.
- **Operator Transfer.** If the customer has live operator support, the menu of choices can include a selection for transfer to the operator.
- **Repeat Menu.** The menu can include a choice for the caller to hear the menu choices again.
- **Reports.** Reporting capabilities include Call Activity and Call Profile reports.
- **Special or Emergency Greetings.** Special greetings or announcements, such as an emergency closing or an urgent message to callers, can be recorded by the customer via the telephone-based tool.
- **Telephone User Interface.** This application allows for the recording of prompts and messages via the Prompt Recording Studio (PRS) using a telephone.
- **Transfer to Department Auto Attendant.** A transfer could be to a subordinate layer of the Auto-Attendant, such as a department-level menu.

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SD-7.3. Content used with Auto Attendant.*Section Effective Date: 14-Apr-2011*

Customer must supply the voice recordings (the "Content") to be used in connection with the Auto Attendant feature. 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 Service Guide, and (2) its Content will at all times comply in full with any and all requirements of federal, state and local laws and regulations. Customer shall obtain AT&T's written consent prior to the use of any announcement format, which consent shall not be unreasonably withheld. AT&T's consent shall not constitute review or approval of the Content of any speech prepared or recorded by Customer. All right, title and interest in and to any Content shall remain the property of Customer. Customer grants to AT&T non-exclusive, non-transferable, and fee-free license rights to use the Content for purposes of providing services under this Attachment, and further agrees to indemnify and hold AT&T harmless for any failure to satisfy any of the terms of this section.

SD-7.4. Auto Attendant Service Usage*Section Effective Date: 22-Sep-2006*

Any use of the Auto Attendant feature beyond the ordered quantity of Concurrent Calls or in such a manner as to interfere unreasonably with the use of the Service by one or more other Customers, whether intentional or not, will result in protective controls being placed on Customer's Auto Attendant feature. These protective controls may include, without limitation, Call Gapping and/or high-usage trunk group segregation. AT&T also reserves the right to charge the Customer for overages.

SD-7.5. Auto Attendant Pricing*Section Effective Date: 14-Apr-2011*

Auto Attendant is an optional feature that is available to Enhanced and Premium stations and is associated with specified Call Tree telephone numbers. Customers must order the quantity of Auto Attendants they wish to provision. Orders should be placed together with the AT&T Voice DNA Site order. Additionally, Customers must order the maximum number of Concurrent Calls that are to be permitted to the Auto Attendants at a Site. Pricing for Auto Attendant consists of two elements:

- Auto Attendant Set Up Fee – charged as a one-time (Non Recurring) fee per Auto Attendant per Site.
- Auto Attendant Monthly Recurring Charge – per Concurrent Call capacity ordered by Customer for Auto Attendants provisioned at a Site.

The Auto Attendant is included in the Premium Feature Package charge for AT&T Voice DNA for Small Business.

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SD-8. AT&T Voice DNA Remote Worker*Section Effective Date: 15-Jun-2012*

This option allows the Customer to extend capabilities and features of AT&T Voice DNA® to Remote Sites such as branch offices, retail outlets, home office (“Remote Worker Sites”). A Remote Site must have a broadband connection which meets the minimum requirements defined in the Underlying Transport Service section of this Service Guide. The Remote Site also must satisfy AT&T requirements, including, but not limited to, being in an area which has 911 access for emergency service. The User at the Remote Site must complete the AT&T required process to record its “Registered Location” for purposes of 911 call routing. The Remote Site will not be able to originate outgoing calls until a Registered Location is recorded.

Each Remote Site must be associated with an AT&T Voice DNA® Site. The Remote Site is considered an On-Net Site for the purpose of VoIP calling and has the same features and functionality as the Customer’s AT&T Voice DNA® Site with which it is associated. The Site usage generated from the Remote Site is included in the Calling Plan selected by the Customer for the Site VDNA Service to which the Remote Worker is associated.

Provisioning of the AT&T Voice DNA® Remote Worker option may require certain AT&T-managed equipment at the Remote Site which must be configured to enable that Site to be associated with Customer’s VDNA Service Site. If AT&T-managed equipment is required, ports for data and voice services may need to be segregated.

Cross References[SD-3. Underlying Transport Service](#)**SD-8.1. Secure Voice Tunnel Option***Section Effective Date: 24-Jul-2019*

This option provides a secure environment for Remote Worker applications by using IP SEC security protocol to encrypt both the signaling and media packets for VoIP calls. It may be ordered alone or in conjunction with the Quality of Service (QoS) Management Option.

Remote Worker with Secure Voice Tunneling can share the same AT&T VPN Gateway with either AT&T Network-Based IP VPN Remote Access Service (ANIRA) or AT&T Virtual Private Network Tunneling Service (AVTS), but only on an Individual Case Basis (ICB).

SD-8.2. Quality of Service (QoS) Management Option*Section Effective Date: 22-Sep-2006*

This is a bandwidth management service for Remote Worker applications which ensures that VoIP calls receive the highest priority of the traffic being transmitted over the broadband connection. It may be ordered alone or in conjunction with the Secure Voice Tunnel Option.

SD-9. AT&T Voice DNA VoIP Demarc/Site Survivability*Section Effective Date: 28-Feb-2017*

The VoIP Demarc/Site Survivability feature provides backup calling capabilities to or from the PSTN or within the Customer LAN should there be a connectivity failure to the AT&T Global MPLS Network caused by failure of one or more of the following:

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- the Underlying Transport Service circuit;
- the CPE router (required for AT&T Voice DNA);
- the AT&T provider edge router;
- the AT&T IP border element; or
- the AT&T Voice DNA application server.

(Note: even with Site Survivability enabled, calls in-progress may be dropped).

Site Survivability is required with AT&T VPN as the Underlying Transport Service; the LAN interface of the MID becomes the AT&T Voice DNA demarcation point ("VoIP Demarc"). Site Survivability is optional with ADI: the MID will normally operate in a pass-through mode, transparent to the rest of the architecture, and the VoIP Demarc will remain at the LAN interface of the AT&T-managed router.

When the MID detects the connectivity failure, it automatically activates Site Survivability. The MID will then periodically poll the network and automatically de-activate Site Survivability when connectivity is restored.

SD-9.1. VoIP Demarc/Site Survivability Outbound Calling

Section Effective Date: 30-Mar-2012

For calls to the PSTN (plus calls to On-Net locations other than intra-Site and inter-Site calls described below), Site Survivability re-routes calls over local exchange service (i.e., Primary Rate Interface (PRI) or POTS lines) separately purchased by Customer.

Site Survivability enables calls between stations at the same AT&T Voice DNA Site ("intra-Site calls") to connect, or to remain connected. For calls between different Sites of the Customer ("inter-Site calls") to connect or remain connected, connectivity failure must be due to failure of the Underlying Transport Service circuit or CPE router at the call originating Site; if the failure is due to any other cause, the call may not connect (for example, if the failure is in the AT&T Voice DNA application server, all calls will fail; however, if the failure is elsewhere in the AT&T Global MPLS Network, inter-Site calls might continue to complete).

SD-9.2. VoIP Demarc/Site Survivability Inbound Calling

Section Effective Date: 30-Mar-2012

For calls to a Site (other than intra-Site calls or inter-Site calls), the VoIP Demarc/Site Survivability feature re-routes calls over the local exchange service:

- if connectivity failure is caused by failure of the AT&T Voice DNA application server, only inbound calls to the analog line telephone number will be possible (i.e., calls to the AT&T Voice DNA TNs will fail), the MID will route the call to the Default Calling Number (DCN) designated for this location and the call can then be forwarded to the end point manually by the receiver handling the DCN phone; and,
- if connectivity failure is caused by another listed failure, calls may complete using the User's "Locate Me" settings or may be forwarded to the User's voicemail.

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SD-9.3. E911/811 While in Site Survivability Mode

Section Effective Date: 30-Mar-2012

In addition to the notable differences between access to 911 over traditional telephone lines and access via a VoIP system such as AT&T Voice DNA (as further described in the Service Guide section entitled “Emergency 911/E911 Services”), there are also notable differences between standard VoIP access to E911 and 911 access when AT&T Voice DNA is in Site Survivability mode. The primary differences are: (1) in Site Survivability mode, 911 calls will be prioritized, and the ability to complete a 911 call will be based on the number of regular PSTN telephone lines (ports) the Customer has configured for Site Survivability; (2) if a 911 call is placed by an AT&T Voice DNA User at the Site in Site Survivability mode, and no ports are available on the MID to route the call via the PSTN, the system will drop a non-911 outbound call that is in progress in order to complete the 911 emergency call (the system will attempt to first drop the call that has been in progress for the longest period of time); (3) The MID will prioritize calls differently depending on whether the in-progress call(s) are incoming or outgoing; (4) Customer must subscribe to 3-way calling on each PSTN telephone number used for Site Survivability, and the MID will utilize this feature (as necessary) to complete the 911 call; and (5) If all telephone lines (ports) are busy with 911 calls, any additional 911 calls will fail.

SD-9.4. Features Not Available While in Site Survivability Mode

Section Effective Date: 30-Mar-2012

Certain features will not be available in Site Survivability mode, by way of example, Locate Me (when the AT&T Voice DNA Application server is down), extension dialing to other VDNA Sites, Non- AT&T Voice DNA abbreviated dialing, star code dialing (for speed dial and other features), Tenant Operator, Customer defined emergency operator, configuration of new phones, new IP phones assignment and changes to configuration of existing phones.

SD-9.5. Additional Limitations

Section Effective Date: 30-Mar-2012

AT&T does not guarantee or warrant that the MID will operate in all instances of network degradation or outage. Site Survivability protection will not be available in the event of a failure of the MID itself. The MID is also dependent on the functioning of the PSTN and Customer’s separately purchased local exchange service.

SD-9.6. Customer VoIP Demarc/Site Survivability Responsibilities

Section Effective Date: 30-Mar-2012

Customer must:

- order this feature with their AT&T Voice DNA Service when using AT&T VPN as the Underlying Transport Service;

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- purchase an appropriate number of POTS or PRI lines necessary to activate the MID – all FXO ports on the MID must be enabled with a POTS or PRI line (the number of outbound or inbound calls that can be completed when the feature is active is limited by the number of POTS or Primary Rate Interface (PRI) lines connected to the MID, depending on the particular MID model);
- provide its specific LAN configuration information when requested by AT&T (the MID will be pre-configured and staged according thereto);
- order three-way calling for each telephone number with the POTS or PRI line (for 911 calling); and
- publish, as appropriate, the POTS or PRI line numbers at the location they wish to receive inbound calls during an outage, but be cognizant of the limitation on the number of calls that can be handled in survivability mode.

SD-9.7. VoIP Demarc/Site Survivability Pricing

Section Effective Date: 30-Mar-2012

Pricing for VoIP Demarc/Site Survivability consists of two elements:

- VoIP Demarc/Site Survivability Set Up Fee – charged as a one-time (Non Recurring) fee per Site.
- VoIP Demarc/Site Survivability Monthly Recurring Charge – per Site.

Cross References

[P-6.4.2. Rate Table BVOIP-VDNA-F: AT&T Voice DNA Features](#)

SD-10. AT&T Voice DNA, AT&T Voice DNA Remote Worker Deployment Statement of Work

Section Effective Date: 14-Apr-2011

Standard installation and deployment services for VDNA are generally provided to Customer by AT&T pursuant to a Statement of Work. The following sub-sections provide the standard Statement of Work provisions. AT&T and the Customer may negotiate a Statement of Work for custom installation services. Activities not expressly identified in the VDNA SOW are outside the scope of the VDNA SOW.

SD-10.1. Scope of Services

Section Effective Date: 14-Apr-2011

Deployment Services means those services that are required to be completed for the installation and deployment of the Customer's Voice DNA service at its primary Sites and at any Remote Worker Sites. The agreed-upon Statement of Work will specify the addresses of all Sites that are covered under the Statement of Work.

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This document reflects the Service Guide in effect as of March 19, 2020

AT&T Business Service Guide
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Orders for Deployment Services shall be considered placed by Customer and accepted by AT&T on the date both AT&T and Customer have signed a proper Work Order for AT&T Voice DNA® or Remote Worker Deployment Services.

Charges for Deployment Services are specified in the link below, under the Pricing section for AT&T Voice DNA® and Remote Worker Deployment Services.

Cross References

[P-6.4.5. AT&T Voice DNA, AT&T Voice DNA Remote Worker Deployment Service](#)

SD-10.1.1. AT&T Voice DNA Deployment Services

Section Effective Date: 30-Mar-2012

The available AT&T Voice DNA Deployment Services provided are:

- Project Management (as further described below)
- Site Survey and Network Assessment
- Equipment Staging and Configuration
- On-site Equipment Installation
- Administrative Support Services
- On-site Equipment Test and Turn-up
- End User Training
- Thirty Day Service Confirmation Period

Customer may elect to purchase the following optional deployment services:

- Detailed LAN Assessment
- Inside Wiring
- AT&T Voice DNA Maintenance Services
- AT&T Maintenance Solutions – CPE maintenance support

SD-10.1.2. Remote Worker Deployment Services

Section Effective Date: 14-Apr-2011

The available Remote Worker Deployment Services are:

- Project Management
- User Provisioning \ Configuration
- Equipment Staging and Configuration
- Equipment Tele-installation and Testing

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SD-10.2. AT&T Responsibilities-Voice DNA Deployment Services

Section Effective Date: 15-Apr-2011

For each Site, AT&T shall notify Customer of the date on which the Deployment Services will begin to be performed. With respect to Site Surveys, LAN assessments, and Site Installs, AT&T will notify Customer at least three (3) days prior to the proposed scheduled dates for the activity, and Customer shall exercise commercially reasonable efforts to accept the proposed dates. If Customer wishes to propose a date for the Deployment Service prior to receiving notice from AT&T, Customer shall give AT&T at least seven (7) days advance notice of its proposed date and, provided the date is consistent with AT&T's normal timeframes and schedules for such activities, AT&T shall exercise commercially reasonable efforts to satisfy Customer's request.

SD-10.2.1. AT&T Project Management

Section Effective Date: 20-Apr-2012

In support of the Deployment Services, AT&T shall assign a designated AT&T Project Manager ("AT&T Project Manager") for each Customer installation. The AT&T Project Manager will be the primary interface between AT&T and Customer personnel for the Deployment Services. Customer shall also designate a customer employee or representative to act as its primary contact for project management matters ("Customer Project Manager"), and, in addition, Customer shall appoint a Customer employee or agent as the Local Site Contact for each Customer location. The Customer Project Manager and the Local Site Contact may be the same individual. The AT&T Project Manager's responsibilities are: as follows:

- Serve as the primary interface with the Customer for the performance of Deployment Services at the Customer's premises.
- At the Customer's request, assist the Customer with the Voice DNA Technical Questionnaires. Customer shall remain solely responsible for the content and responses to any Questionnaire, and the AT&T Project Manager's responsibility is limited to providing clarification of questions or other comparable guidance. Assistance with the Questionnaires shall not exceed one (1) hour of AT&T remote engineering or of an AT&T Project Manager's time, and cannot include on-site services. For greater than one (1) hour of combined AT&T remote engineering and AT&T Project Manager time, the applicable Hourly rate set forth in the Deployment Services pricing section will apply.
- Coordinate the Site installation priorities and the installation schedules with Customer. The AT&T Project Manager will build a Project Timeline and submit the installation schedules to Customer via hardcopy or electronic format. Customer and AT&T will mutually agree to the Project Timeline.
- Function as the escalation point for Customer questions or issues that may arise under this VDNA SOW.
- Participate in status meetings regarding the project.
- Coordinate the installation of Equipment for Customer Sites.
- Provide, at Customer's request, status updates as to the progress of the Deployment Services provided under this VDNA SOW. These updates will be provided to Customer via email or telephone conversations.

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- Implement mutually agreed upon schedule management processes for the Deployment Services provided under this VDNA SOW (e.g., scheduling of installation dates), including processes for the modifications to schedules and duties under the Change Control Process section of this VDNA SOW.
- Develop and maintain an action items and issues list.
- Develop with Customer each necessary AT&T Voice DNA Application Design Document (“VADD”), receive Customer’s approval of same, and implement each VADD.

SD-10.2.2. Site Survey and Network Assessment

Section Effective Date: 30-Mar-2012

During this phase of the project, AT&T shall review the Customer’s existing network (“Legacy Network”), including its LAN and existing facilities, to verify, among other things, that it is capable of supporting the AT&T Voice DNA service, including, but not limited to, ensuring the necessary configurations and equipment and deployment requirements can be satisfied. AT&T will then provide the appropriate recommendations in the VADD. All equipment proposed to be used will be listed in the current AT&T Voice DNA Customer Premises Equipment Configuration Guide.

For AT&T Voice DNA Sites not using a key system, AT&T will conduct a Site Survey, during which the AT&T technician(s) will perform the following activities at the Customer Site:

- Visually verify the existence, quantity, and condition of voice and data cabling with regards to the Voice DNA requirements;
- Verify electrical power is available at each proposed handset location by visually checking electrical outlet or legacy CPE Power over Ethernet (POE) availability;
- Document the existence of a legacy switch along with its make and model and number of available ports. Verify that legacy switches are not chained together more than five (5) deep;
- Document the existence of a firewall and its ability to support the AT&T Voice DNA requirements;
- Verify the existence of a DHCP server and document its ability to support option 66 or 150;
- Identify if an Integrated Access Device (“IAD”) will be required to complete the AT&T Voice DNA deployment. Document the number of IAD ports required;
- Review completed feature, user, and administrator forms with Customer;
- Load network analysis tool and verify that the Customer’s existing LAN meets AT&T minimum performance requirements. This tool generates and analyzes traffic on Customer’s Legacy Network, and may temporarily impact Customer Legacy Network performance; therefore, Customer will be notified prior to the start of the analysis, and when the analysis is complete. If the LAN does not meet the requirements, a Detailed LAN Assessment, as

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described in the subsection below “Detailed LAN Assessment (Optional)”, will be required; and

- Verify with the local Site contact that all legacy Network Interface Cards (NIC) are 10/100 auto-negotiable for any instances where a SIP phone and computer will share the same network connection.

Key System Support

For AT&T Voice DNA Sites using a key system, AT&T will conduct a Site Survey where the AT&T technician(s) will perform the following activities at the Site:

- visually verify the existence, quantity and condition of the voice cabling with regard to the key systems support requirements;
- verify electrical power is available; and
- review completed feature, user and administrator forms with Customer.

SD-10.2.2.1. Site Survey and Network Assessment – Findings

Section Effective Date: 15-Apr-2011

If, based on the Site Survey, AT&T determines that additional hardware or software is required to support the deployment of the AT&T Voice DNA service, then, in addition to the cost of the hardware and software, Customer will incur the charges set forth in subsections of this Service Guide titled “Equipment Storage,” “Equipment Configuration,” and “On-Site Equipment Installation” for any hardware or software that is installed and which exceeds what is included as part of the “Services per Site” Charges. If no specific charges are specified, the applicable AT&T Voice DNA[®] Hourly Rate Charge will apply. Examples of situations where this may occur are:

- Greater than two (2) Switches are required;
- Greater than one (1) Firewall is required;
- A DHCP server that can support option 66 or 150 is required;
- Greater than (2) IAD’s are required;
- 10/100 auto-negotiable NICs are required; or
- Power over Ethernet (POE) availability is required.

Upon completion of the Site Survey, Network Assessment and Detailed LAN Assessment (if required), AT&T with Customer, will develop a VADD that will include the following:

- Findings of Site Survey, Network Assessment and LAN Assessment.
- An Installation Plan that is mutually agreed upon by AT&T and Customer as one that sufficiently identifies the tasks to be performed.
- Detailed system-wide phone specific features and capabilities. Call flow, call coverage models, call routing and applications will be defined in this document.

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Additional required tasks discovered through the planning and design review and not expressly stated in the VDNA SOW shall constitute a Change order, and will be handled according to the standard Change Order Process.

AT&T and Customer must mutually agree on the final design prior to scheduling Equipment implementation. Customer will sign-off on the VADD document provided by AT&T as approval of the same.

Cross References

[SD-10.2.5.2. Equipment Staging](#)

[SD-10.2.5.3. Equipment Configuration](#)

[SD-10.2.5.4. On-Site Equipment Installation](#)

SD-10.2.3. Detailed LAN Assessment (Optional)

Section Effective Date: 15-Apr-2011

If, during the Site Survey, the AT&T on-site technician discovers significant issues that would prevent the successful installation of the Voice DNA service, AT&T will notify Customer of the issues and the recommended actions to address the issues. Customer must authorize AT&T to undertake the necessary actions, and by such authorization is agreeing to be liable for the charges related to those activities. AT&T will not proceed with the installation of the Voice DNA service until the issues identified are addressed.

One such recommended action can be the need for a Detailed LAN Assessment, and AT&T will undertake that Assessment upon Customer approval. Customer shall be liable for the charges specified under section "Optional Services Charges" of this Service Guide. A Detailed LAN Assessment generally requires that AT&T access Customer's network and perform tests through Customer's network. Customer's agreement to a Detailed LAN Assessment constitutes its granting AT&T permission without liability to access Customer's network and to conduct necessary tests in Customer's network.

As part of the Detailed LAN Assessment, the AT&T on-site technician(s) may perform the following activities:

(a) Connect to the Customer Legacy Network and execute a Detailed LAN Assessment tool that will verify performance metrics required to support the Voice DNA services. AT&T will utilize a network utility that will generate and analyze traffic on the Customer's network. This tool may impact Customer Legacy Network performance. Therefore Customer will be notified by AT&T prior to the analysis that the analysis will begin, and will be notified when the analysis is completed. .

(b) Evaluate the Detailed LAN Assessment results and report to Customer within twelve (12) business days of conducting the Detailed LAN Assessment the areas of improvement required to support the installation of the Voice DNA service.

Through the Detailed LAN Assessment, the AT&T technician may identify other requirements to ensure the Site can support Voice DNA. If those requirements are not expressly provided for in the Customer's VDNA SOW, a Change Order is required, and would be processed according to AT&T's standard Change Order Process.

Cross References

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[P-6.4.5.8. AT&T Voice DNA Deployment Optional Services Charges](#)

[P-6.4.5.1.2. Rate Table BVOIP-VDNA-OSC: Voice DNA Deployment Optional Services Charges](#)

SD-10.2.4. Inside Wiring Service (Optional)

Section Effective Date: 16-Apr-2011

Customer will be notified by AT&T if the Site Survey indicates that standard Category 5 cable installations will be necessary to support the deployment of the Voice DNA service, and, at Customer's request and additional expense, AT&T can provide Category 5 cable installations as described in this Section ("Inside Wiring" Services) at the time of the Site Equipment Installation. Inside Wiring provided under this contract is limited to a maximum of three (3) cables per site. Customer is liable for the applicable Cabling Charge(s) as described in the "Cabling Charges" section of this Service Guide. Customer must provide AT&T at least twelve (12) business days notice prior to the scheduled Voice DNA on-site installation when requesting Inside Wiring Services. AT&T provided Deployment Services for Inside Wiring include:

Providing industry standard Category-5, four pair, 24 AWG, solid conductor cable with all cable terminations (RJ45 connectors), strapping (tie wraps), and other materials as required to extend cabling to each IP phone, IAD device or to extend cabling from the Circuit demarc to the AT&T Managed Router.

Strap inside wiring into position in a neat and orderly manner.

Worksite cleanup from the Inside Wiring Services provided.

Any work that is not expressly stated above shall be considered "Out of Scope" and additional charges will apply. Examples include, but are not limited to: site-specific-union labor restrictions; landlord or adjoining tenants refusing access; extending cable between multi-buildings or multi-floors; historic structures; high ceilings (over 12 feet) requiring a mechanical lift conduit or plenum cable codes; cutting or drilling concrete or pavement; cutting and repairing sheetrock; burying conduit; barriers to cable routing; solid ceilings, blocked wall passages; lack of availability of open fishable conduit in parking lot locations; limited ground or overhead clearance; or, cable passages filled with existing cables. In addition, AT&T will not perform work in areas believed to be contaminated with asbestos or other hazardous materials. AT&T will notify Customer immediately upon discovering the work-area to be contaminated.

All nonstandard wiring environment work requires prior written approval by AT&T and Customer, and may result in changes to the price, schedule or other terms of this VDNA SOW.

The Cabling Charges include up to one hundred and fifty (150) feet of cabling at the time of Site Installation. For cabling runs greater than one hundred and fifty (150) feet at a Customer Site, Inside Wire Demarc Extension charges apply in fifty (50) feet increments, as set forth in the Ancillary Charges section also apply.

Cross References

[P-6.4.5.7. Rate Table BVOIP-VDNA-DCR: Voice DNA Deployment Cabling Rate](#)

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SD-10.2.5. Equipment

Section Effective Date: 16-Apr-2011

“Equipment” is the equipment to be used for the Voice DNA or Remote Worker installations which may be provided by AT&T or by Customer, and which in all cases must conform to AT&T hardware guidelines and configuration requirements. See below for a list of switches, IAD's, DHCP servers and firewalls currently supported by AT&T for Voice DNA or Remote Worker installations. AT&T may from time-to-time and at its option modify or update the Supported Firewalls and Switches list. AT&T will confirm prior to installation that all equipment to be used conforms to the then-current AT&T Voice DNA Customer Premises Equipment Configuration Guide.

If Equipment requires staging, it will be shipped to the AT&T staging facility. Customer is liable for all applicable shipping charges (which can include shipping charges from the Equipment manufacturer to the AT&T staging facility and from the AT&T staging facility to the Site(s)).

If AT&T determines based on the Site Survey, Network Assessment or Detailed LAN Assessment that additional hardware is required, AT&T will confirm with Customer that the additional Equipment to be used for the project has been obtained and meets AT&T hardware requirements.

At no additional charge, AT&T will provision the Equipment pursuant to this subsection, and AT&T will supply the services identified in the subsections “Equipment Storage,” “Equipment Configuration,” and “On-Site Equipment Installation” of this VDNA SOW section for the following (if applicable):

- Up to two (2) LAN switches
- One (1) Firewall
- One (1) DHCP server
- Two (2) IAD's
- One (1) Edgemark (if applicable)

Cross References

[SD-10.2.5.2. Equipment Staging](#)

[SD-10.2.5.3. Equipment Configuration](#)

[SD-10.2.5.4. On-Site Equipment Installation](#)

SD-10.2.5.1. Supported Firewalls and Switches

Section Effective Date: 16-Apr-2011

The configuration and installation of the devices identified below are included as part of the Base and Per Handset Charge, and the charge applies whether the Equipment is purchased from AT&T or otherwise provided by the Customer. All equipment used requires Certification by AT&T and must be listed in the AT&T Voice DNA Customer Premises Equipment Configuration Guide.

SWITCHES (Voice DNA Only)

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- Cisco 2950, 2960, 3550, 3560, and 37xx series
- Adtran 1224 & 1335 series

FIREWALLS (Voice DNA Only)

- Cisco ASA 5505, 5510, 5520
- Edgemark 4508 (Site Survivability firewall)
- Edgemark 4562 (Site Survivability firewall)

IAD'S

- Cisco VG224 (Voice DNA Only)
- Cisco ATA 186

IP PHONES

- Polycom 301, 600, 601, 4000, and 601 Expansion Modules
- Cisco 7940, and 7960
- Nortel LG 6812 and LG6830

DHCP SERVERS

- Cisco switches and firewalls identified in this section.

SD-10.2.5.2. Equipment Staging

Section Effective Date: 01-May-2009

AT&T will perform the following staging activities at its staging facility for new Equipment as part of the Deployment Services:

Unpack Equipment.

Verify order against Bill of Materials.

Power on self-test and best practice hardware test.

Re-package Equipment and ship it to the Customer's Site.

Ground shipping of the integrated Equipment to the installation Site. Shipping costs are the responsibility of Customer.

Per-Site staging charges include the staging for up to: one (1) Firewall; two (2) Network Switches; (1) DHCP server; two (2) IADs; and, one (1) Edgemark.

Any additional new equipment that requires staging will be charged at the applicable Hourly Rates.

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SD-10.2.5.3. Equipment Configuration*Section Effective Date: 30-Mar-2012***AT&T Voice DNA Sites Not Using a Key System**

AT&T will perform the initial configuration for up to two (2) network switches, one (1) firewall, one (1) DHCP server, two (2) IADs, and one (1) Edgemark, either new or legacy (existing) CPE (provided the CPE is identified as Supported Firewalls and Switches).

Equipment Configuration Services include:

- (a) verifying configurations per Customer requirements; and
- (b) configuring devices to support AT&T Voice DNA which is limited to:
 - configuration of basic TCP/IP addressing required to support AT&T Voice DNA;
 - configuration of parameters required to support AT&T Voice DNA including DHCP Option 66 or 150, NAT traversal, VLAN, and Quality of Service parameters; and
 - configuration of IAD to support analog connectivity with AT&T Voice DNA.

AT&T Voice DNA Sites Using a Key System

AT&T will perform the initial configuration for up to two (2) AT&T-managed routers.

Equipment Configuration Services include:

- verifying configurations per Customer requirements; and
- configuring devices to support AT&T Voice DNA, which is limited to:
 - configuration of basic TCP/IP addressing required to support AT&T Voice DNA; and
 - configuration of the AT&T-managed router(s) analog connectivity.

General

Configuration activities may take place at the AT&T staging facility if the CPE is new, or at the Site for legacy CPE. If AT&T configures legacy CPE, AT&T is not responsible for any loss of data or service due to configuration changes.

Customer may request:

- subsequent re-configuration of the CPE (including key systems); and/or
- configuration (or staging and configuration) of additional approved CPE.

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Approved CPE is specified in the section entitled “Supported Firewalls & Switches”. If Customer's request is approved by AT&T, Customer will be charged at the AT&T Voice DNA Deployment Hourly Rates.

Any additional CPE (including key system) changes are the responsibility of Customer.

Cross References

[P-6.4.5.6. Rate Table BVoIP-VDNA-DHR: Voice DNA Deployment Hourly Rates](#)

[P-6.6.6.2.1. Rate Table BVoIP-IPTF- International Originations IP Toll-Free Usage Pricing](#)

SD-10.2.5.4. On-Site Equipment Installation

Section Effective Date: 20-Apr-2012

On the day of the scheduled Site installation, an AT&T on-site technician will oversee or perform the actions outlined below, and will install Inside Wiring (as described in the Inside Wiring section of this Service Guide), if requested by Customer prior to that date.

- Advise the Customer's local Site contact of pending Site work upon arrival at the Site.
- Determine Site readiness. If the AT&T on-site technician determines that the Site is not ready for installation services, the AT&T Project Manager will notify Customer.
- Install the LAN element components of the CPE (switches, DHCP servers, Inside Wiring, NICs, firewalls, as applicable) (not applicable for key system support).
- If the VoIP Demarc/Site Survivability option is selected, un-box and install the VoIP Demarc/Site Survivability device in the Customer network.
- Install IADs if required.
- Install handsets and verify connectivity to the LAN and SIP phone registration (not applicable for key system support).
- Connect the CPE to the Customer provided facilities at the agreed upon demarcation points in accordance with the documentation provided by AT&T.
- Verify the installation and finalize the configuration of the AT&T Voice DNA Customer premises components, including the phones, firewalls, switches and DHCP servers as applicable (not applicable for key system support).
- Test system, phones, call flow, call coverage, and voice mail with designated contact.

Cross References

[SD-10.2.4. Inside Wiring Service \(Optional\)](#)

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SD-10.2.6. Administrative Support Services*Section Effective Date: 20-Apr-2012*

An AT&T remote technician(s) can perform the following Administrator and End User setup activities:

- User setup, which includes the following:
 - Creating each new user on the AT&T Voice DNA Administrator Web Tool
 - Issuing a user name and password
 - Activating the required user calling features
- Administration setup in the AT&T Voice DNA Administrator Web Tool, setup of phones, call groups, administrators, company directory, class of service templates, call restrictions, phone templates, company contacts, billing codes to be implemented as defined within the VADD.

SD-10.2.7. AT&T Managed Router Installation and Test and Turn-up (Optional)*Section Effective Date: 20-Apr-2012*

On the scheduled On-Site Visit, an AT&T on-site technician will perform the following activities to complete the Installation and the Test and Turn Up of the AT&T-Managed Router. Customer will be invoiced the Managed Router Installation Charge for these Deployment Services.

- Determine Site readiness. If the AT&T on-site technician determines that the Site is not ready for Managed Router Installation Services, the AT&T Project Manager will notify the Customer Project Manager. In the event the AT&T on-site technician cannot continue the Installation, Test and Turn Up work, the technician shall leave the Site and a Customer Not Ready surcharge will apply.
- Un-box and install the AT&T Managed Router next to the AT&T Managed Router Circuit (Smartjack or existing demarc extension connection).
- Connect the AT&T Managed Router WAN interface port to the AT&T Managed Router Circuit (SmartJack or existing demarc extension connection).
- Connect the Ethernet port on the AT&T Managed Router to a port on the designated Ethernet switch. Ethernet switch shall be Customer Legacy Equipment or new Ethernet switch installed as part of the Deployment Services provided in this VDNA SOW.
- Power-up the Managed Router and verify connectivity to Customer WAN.
- Complete Test and Turn Up of AT&T Managed Router by validating that Customer provisioning engineer can Ping Managed Router device.

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SD-10.2.8. On-Site Equipment Test and Turn Up*Section Effective Date: 30-Mar-2012*

AT&T will perform the following Test and Turn Up functions applicable to the Site after the Equipment installation:

- Confirm that Equipment configuration is properly installed and operational.

After successful installation and turn-up of the Site, the AT&T Project Manager will obtain a sign-off from the Customer on the Site Acceptance Form.

SD-10.2.9. Voice DNA Training (does not apply to AT&T Voice DNA for Small Business)*Section Effective Date: 30-Sep-2011*

All AT&T Training will be provided within five (5) business days of Site installation unless otherwise requested by Customer and agreed to by AT&T.

End User Training

A remote AT&T representative will lead one (1) on-line training session for Customer personnel using the Voice DNA Web applications through the AT&T Business Direct portal. This on-line training is a two (2) hour class and includes a Question and Answer session. Topics covered in the on-line class include:

- Phone Features - Phone controls, transferring calls, conference calls
- Phone Settings - Call, message, and personal settings
- Voicemail - Setup, displaying, recording
- Using Voice DNA Web applications through the AT&T BusinessDirect portal for end-users and for up to two (2) administrators

Administrator Training

At Customer's request, a remote AT&T representative will lead one (1) on-line training session for up to two (2) Customer Administrators using the Voice DNA Web applications through the AT&T BusinessDirect portal. This on-line training is a two (2) hour class and includes a Question and Answer session. Topics covered in the on-line class include:

- Creating new users and profiles
- Adding hardware types
- Performing moves, adds and changes

Additional or longer classes are available at the applicable Hourly rate.

SD-10.2.10. Thirty-Day Service Confirmation Period*Section Effective Date: 01-May-2009*

The Thirty-Day Service Confirmation Period will begin upon: (1) successful Test and Turn Up; and (2) upon confirmation that Voice DNA has been installed consistent with the VADD; and, (3) successful porting of all or a substantial portion of a Customer's telephone numbers has been

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completed. Where the Customer has multiple sites, the Thirty-Day Service Confirmation Period will begin for each Site when each of the three criteria has been completed for the Site. The Thirty-Day Service Confirmation Period shall end thirty calendar days from the start of the Thirty-Day Service Confirmation Period.

During the Thirty-Day Service Confirmation Period, AT&T will: 1) complete the requirements of the VADD; and 2) complete any pending approved change orders, provided that the trouble tickets and change orders are submitted within the thirty-calendar days of the Thirty-Day Service Confirmation Period. Completion of custom features or function requests by Customer that are outside of the VADD and major change orders, shall be completed as agreed between AT&T and Customer but shall not be required to be completed within the Thirty-Day Service Confirmation Period. For customer premises technical issues due to problems or errors in the implementation of the VADD, AT&T will take action remotely or via dispatch to customer premises where necessary to resolve the issue.

SD-10.3. AT&T Responsibilities – Remote Worker Deployment Services

Section Effective Date: 01-May-2009

For Sites identified as Voice DNA Remote Worker/Remote Sites, for each such Site, AT&T will be responsible for the following.

Activities not expressly stated in this VDNA SOW are outside the scope of this VDNA SOW.

SD-10.3.1. AT&T Project Management

Section Effective Date: 15-Apr-2011

For AT&T Deployment Services in connection with Voice DNA Remote Worker/Remote Sites, AT&T shall assign a designated AT&T Project Manager to interface directly with the Customer Project Manager and/or Local Site Contact.

The AT&T Project Manager's responsibilities are:

1. Serve as the primary interface to Customer for the installation of service to the Customer's premises.
2. Function as the escalation focal point for issues that may arise.
3. Provide, at Customer's written or oral request, status updates as to the progress of the Deployment Services provided under this VDNA SOW. The updates will be provided via email or telephone conversations.
4. Review applicable AT&T forms with the Customer.

SD-10.3.2. User Provisioning / Configuration

Section Effective Date: 16-Apr-2011

AT&T will conduct a planning meeting with the Customer and Customer and AT&T will jointly develop documentation with respect to configuration and setup parameters for Remote Worker Standalone / Remote Worker Corporate users. An AT&T remote technician(s) will perform the following:

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1. Lead and participate in a planning meeting with Customer to jointly develop the documentation with respect to provisioning parameters and setup requirements.
2. User setup, which includes the following:
 1. Creating each new user on the AT&T Voice DNA Administrator Web Tool
 2. Issuing a user name and password
 3. Activating designated user calling features
3. Administration setup in the AT&T Voice DNA Administrator Web Tool, setup of phones, call groups, administrators, company directory, class of service templates, call restrictions, phone templates, company contacts, billing codes.

SD-10.3.3. Equipment Staging and Configuration

Section Effective Date: 01-May-2009

AT&T shall Stage and Configure up to four (4) IP Phones or ATA devices to support the Remote Worker Site configuration including:

1. Unpack Equipment.
2. Verify order against Bill of Materials.
3. Verify configurations per requirements as mutually agreed upon prior to equipment staging.
4. Power on self-test and best practice hardware test.
5. Configure devices to support the applicable VDNA services.
6. Verify VDNA connectivity and complete basic acceptance testing.
7. Re-package Equipment and ship it to the Customer's Site.
8. Ground shipping of the integrated Equipment to the installation Site. Shipping costs are the responsibility of Customer.

SD-10.3.4. Equipment Tele-Installation and Testing

Section Effective Date: 24-Jul-2019

AT&T will manage the following Test and Turn-Up functions applicable to the Site after the Equipment installation.

- Advise Customer on unpacking IP Phone.
- Instruct Customer on how to connect IP Phone to existing network.
- When an AT&T VPN Gateway is ordered from AT&T, provide step-by-step guidance to test and verify the AT&T VPN Gateway device connectivity to Customer network.

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- Provide step-by-step guidance to test and verify connectivity for one (1) IP Phone to the Remote Worker services. Deployment Services includes up to one half (1/2) hour of remote technician time (per site).
- For sites with more than one (1) IP Phone, provide step-by-step guidance to test and verify up to three (3) additional IP Phones to the Remote Worker services. Deployment Services includes up to one quarter (1/4) hour per additional phone.
- After successful installation and turn-up of the Site, the AT&T Project Manager will obtain a signoff from the Customer on the Site Acceptance Form.

SD-10.3.5. Remote Worker – End-User Training Session (Optional)

Section Effective Date: 01-May-2009

At Customer's request, a remote AT&T technician will lead one (1) on-line training session using the Voice DNA Web applications through the AT&T BusinessDirect portal. This on-line training is a two (2) hour class for up to twenty (20) Customer personnel and includes a Question and Answer session. Topics covered in the on-line class include:

- Phone Features - Phone controls, transferring calls, conference calls
- Phone Settings - Call, message, and personal settings
- Voicemail - Setup, displaying, recording
- Using Voice DNA Web applications through the AT&T BusinessDirect portal.

SD-10.3.6. Remote Worker – On-Site Installation (Optional)

Section Effective Date: 24-Jul-2019

At Customer's direction, AT&T will provide an on-site resource to work with the Customer's end-users to setup and validate IP Phone connectivity. Deployment Services includes up to two hours of on-site technician time (per site). AT&T on-site and remote technician(s) will perform the following activities:

- Customer orientation; advise the Local Site Contact of pending Site work upon arrival at the Site.
- Determine Site readiness. If the AT&T on-site technician determines that the Site is not ready for Installation Services, the AT&T Project Manager will notify Customer.
- Unpack and verify equipment contents.
- Connect IP Phone to existing network.
- (Where applicable) Connect AT&T VPN Gateway device connectivity to Customer network and validate connectivity.
- Test and verify connectivity for one (1) IP Phone to the Remote Worker services.
- (Optional) Test and verify up to three (3) additional IP Phones to the Remote Worker services.
- Complete basic user testing with the end-user and Customer turn-up team.

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Deployment Services include up to two (2) hours of on-site and remote technician work.

SD-10.4. AT&T Maintenance Service – Voice DNA Remote Worker

Section Effective Date: 15-Jan-2011

AT&T will provide remote Voice DNA Maintenance Services for Voice DNA and Remote Worker products, including Remote Administration Services and post turn-up Troubleshooting Services (Maintenance Services). The Maintenance Services period commences upon completion of the Thirty-Day Service Confirmation Period. All Maintenance Services include a fixed number of support requests, which Customer may utilize for the twelve months following the initial date of Maintenance Services purchase. Customer requests exceeding the fixed number of support requests are chargeable at the applicable hourly rates. AT&T will provide Customer with the following Voice DNA and Remote Worker Maintenance Services:

The Maintenance Services include the following Remote Administration Services for installed Voice DNA and Remote Worker locations:

- Manage configuration parameters within the Voice DNA and Remote Worker portal including:
 - Add and manage phones within the Voice DNA and Remote Worker Portal
 - Manage call and feature groups
 - Manage class of service templates
 - Manage company level configuration
- Provide support for all Moves, Adds, and Changes within the Voice DNA and Remote Worker portal
- Support ad-hoc Customer requests for changes within the Voice DNA and Remote Worker portal such as reset passwords or produce standard reports from within the Voice DNA and Remote Worker portal.
- LAN CPE (installed by AT&T only) including:
 - Firewall
 - LAN Switch
 - IP Phones
 - IAD's,
 - Site Survivability device
 - Voice DNA and Remote Worker Platform configuration

Customer must purchase ‘Manufacturer-Provided Maintenance’ under a separate agreement with the relevant equipment manufacturer. AT&T is not a party to that agreement. For purposes of this Service Guide, ‘Manufacturer-Provide Maintenance’ is the equipment maintenance service provided by the relevant equipment manufacturer. The equipment manufacturer is solely responsible for the provision of the Manufacturer-Provided Maintenance services. ..

When an outage or trouble is experienced, AT&T will perform industry-standard troubleshooting tests to determine the root cause of the trouble. If after standard troubleshooting tests are

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completed, AT&T determines that the issue is related to a Customer premises device, and that the Customer premises device should be replaced, then AT&T will open a support case with the appropriate hardware vendor based upon the Maintenance Services arrangement purchased by Customer for the affected location. If AT&T determines the issue to be Transport Service Vendor related, AT&T will open a case with the appropriate Transport Service Vendor and work with the Transport Service Vendor through problem resolution.

To support the Maintenance Services, AT&T provides a toll free number from 9:00am – 5:00pm, Monday – Friday excluding Holidays. Once a Maintenance Services ticket is opened, the assigned AT&T engineer will contact the Customer designated individual for information regarding the request. Response times vary based upon the type of request.

SD-10.4.1. AT&T Maintenance Service – Voice DNA / Remote Worker (Optional)

Section Effective Date: 15-Sep-2010

AT&T Maintenance Solutions (AMS) provides limited CPE maintenance services for Voice DNA and Voice DNA Remote Worker CPE under two offers, Essential and Essential Plus Maintenance services (collectively referred to as “Maintenance Services”). These are optional services available for the Voice DNA and Voice DNA Remote Worker CPE Sites. Customer must contract for the Maintenance Services.

Essential and Essential Plus provide the following support:

1. Remote Technical Support (via telephone)
2. Remote Troubleshooting
3. Hardware replacement for the CPE covered under the Agreement (with Essential Plus on-site parts replacement is available)
4. Software support – remote telephone support assistance identifying CPE vendor software patch or release that may resolve the reported problem
5. On-Line Asset Management – web based tool that allows tracking of asset inventories covered by AMS, Return Material Authorization (RMA), and maintenance plan renewal dates.
6. On-Line web ticketing – access to AT&T Business Direct to submit low priority trouble tickets and view real-time status on all open trouble tickets.

The AMS Service Guide, http://www.corp.att.com/abs/serviceguide/docs/ams_sg.doc, describes the AMS service features and responsibilities under each specific service description. The Service Guide provides, among other things, Customer responsibilities, how to engage support, Customer Care Contacts and helpful web links.

Customers subscribing to Essential and Essential Plus plans must provide AT&T remote access via VPN, AT&T Connect or comparable service to the covered CPE which will allow remote trouble shooting and repair. Failure to provide access to the CPE may result to delays in trouble resolution.

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SD-10.5. Customer Responsibilities

Section Effective Date: 05-May-2014

Customer Responsibilities are as follows:

- Designate a Customer Project Manager to whom all AT&T communications may be addressed and who has authority to act on all aspects of the services. Such primary contact shall be available during Standard Business Hours.
- Designate a back-up to the Customer Project Manager who has the same authority as the Customer Project Manager in the absence of the Customer Project Manager.
- For each Site to be deployed, Customer must provide the name, telephone number, address, and email address of the Company employee who will serve as the primary Local Site Contact. The Local Site Contact will be AT&T's primary contact at that Site, and will have responsibility for providing Customer response to any Site-specific issues, and will serve as the Site specific Customer contact for such areas as equipment delivery confirmation. A Local Site Contact must be provided to the AT&T Project Manager for each Site at the time of service request.
- With respect to Customer provided in-house wiring, Customer provided in-house wiring must meet, at a minimum, the specifications for Category-5 cabling. Failure to meet this requirement at the time of Equipment Installation will constitute a Customer Not Ready occurrence.
- Customer must provide Legacy Equipment design, call flow, call coverage, hunt groups, contact center and voice mail detail.
- Customer must identify station equipment placement; any rack or cabinet layouts; Circuit Demarcation Points and specifications; telephony interface requirements and specifications; and system and station features.
- Customer must complete all Site preparation activities including, but not limited to, power, core drilling, ventilation, proper environmental conditions as per the Equipment manufacturer's specifications and the installation of Equipment racks.
- Customer must provide all cabling required enabling connection to downstream local area network devices to the Equipment.
- Customer must provide authorized personnel at each Local Site who can work with AT&T during any Site Survey, Network Assessment, Detailed LAN Assessment, Equipment Installation, Equipment Test and Turn-up, and connectivity testing.
- With respect to Network Assessment (see sections "Site Survey and Network Assessment") or Detailed LAN Assessment (see section "Detailed LAN Assessment"), Customer must provide access to up to five (5) Legacy Equipment PC's with an operating system and Internet browser meeting specifications AT&T will provide, as well as an open Legacy Equipment LAN switch port.
- In the event Legacy Equipment NIC cards are required, and Customer request AT&T to provide and install such cards, Customer is responsible for provisioning and installing any hardware/software upgrades that may be required to support the Legacy Equipment NIC,

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unless otherwise agreed by AT&T and Customer in writing prior to AT&T's installation of new Legacy Equipment NIC cards.

- Customer must provide access, escorts and/or badges for all AT&T employees or contractors who require such for access to Customer buildings or areas.
- The installation and testing of Customer-provided data and voice Circuits prior to the scheduled Site Installation date.
- Customer must ensure that Circuit Demarcation Points are clearly identified.
- Customer must ensure the appropriate Customer personnel will be available during all implementation, design and planning phases.
- Customer will provide Network and System Administrators on an as-needed basis for solution integration and knowledge transfer purposes.
- Customer will provide confirmation to AT&T that Customer has all required hardware and software licenses for the completion of the project
- Customer will place the requisite circuit orders such that circuit installation takes place prior to, or concurrently with, Voice DNA Equipment installation
- Customer must provide sign-off of Deployment Services for each Site within three (3) business days of receipt of the Site completion form from AT&T.
- Customer must ensure all Legacy Equipment related to this deployment will be operational and satisfies the requirements for this project. Customer assumes responsibility for faulty or damaged equipment and any failure or delay that may be caused by such faulty or damaged Legacy Equipment.
- If the Customer has a Legacy Network, Customer must ensure that all necessary updates are completed on the configurations of those devices to ensure proper connectivity to the Service.
- Customer shall ensure access during Standard Business Hours to the extent necessary under this VDNA SOW.
- Customer must provide dial-up remote access to the network components utilized with the AT&T Voice DNA services during the on-site Installation. Remote access requirements (e.g., type and quantity) will be mutually agreed upon by AT&T and Customer during the Site Survey and Network Assessment process.
- Customer's failure to meet these conditions, either due to its own actions or the actions of any Customer contractor, agent or representative, may constitute Customer Not Ready conditions.
- For AT&T Voice DNA Sites using a key system, Customer will make (or will ensure Customer's telephone system vendor makes) the final connection to the key system and will be responsible for all key system programming.

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SD-10.6. Change Control Process

Section Effective Date: 01-May-2009

Either Party (AT&T or Customer) must submit any change requests in writing to the other party, and the receiving party must provide a written response to the other party within five (5) business days of the receipt of the request. The response must include receiving party's statement of acceptance or rejection of the request, and may include proposed changes to the VDNA SOW as a direct result of the change request.

The VDNA SOW or a Work Order may be modified upon written agreement of AT&T and Customer.

Customer is responsible for resolving any Out-of-Scope condition, and may request that AT&T perform work intended to address the Out-of-Scope condition. AT&T at its sole discretion, and at an additional charge may provide a solution to the Out-of-Scope solution under a separate agreement between Customer and AT&T.

SD-10.7. Deliverables

Section Effective Date: 20-Apr-2012

AT&T will provide the following deliverables to Customer.

Equipment Deliverable	Description
Project Management	As described in the Project Management section of this VDNA SOW
Completed Site Survey and Network Assessment	As described in the Site Survey and Network Assessment section of this VDNA SOW.
Equipment Staging and Configuration	As described in the Equipment Staging and Equipment Configuration sections of this VDNA SOW
On-site Equipment Installation	As described in the On-site Equipment Installation section of this VDNA SOW
Administrative Support Services	As described in the Administrative Support Services section of this VDNA SOW
On-site Equipment Test and Turn-up	As described in the On-site Equipment Test and Turn-up section of this VDNA SOW
Training	As described in the Training section of this VDNA SOW

Site Survey Deliverable	Description
Project Timeline	Includes major milestones in hardcopy or electronic format
Voice Application Design Document (VADD)	Includes Site Survey, Network Assessment findings, Installation plan and detailed system-wide phone specific features and capabilities which include call flow, call coverage models, call routing and applications

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Detailed LAN Assessment findings (if applicable)	As described in the Detailed LAN Assessment section of this VDNA SOW
End User documentation	Contains User ID and Password information
End User and Administrator manuals	Step by step descriptions and usage of phone features and settings
Administrator manuals	Step by step descriptions and usage of Administrator functions
Voice DNA and Remote Worker Maintenance Services report (if applicable)	Total to date and monthly hour usage

Optional Services	Description
Detailed LAN Assessment (if applicable)	As described in the Detailed LAN Assessment section of this VDNA SOW
Inside Wiring (if applicable)	As described in the Inside Wiring section of this VDNA SOW
AT&T Managed Router Installation and Test and Turn-up (if applicable)	As described in the AT&T Managed Router Installation and Test and Turn-up section of this VDNA SOW
AT&T Maintenance Solutions	As described in the AMS Service Guide http://www.corp.att.com/abs/serviceguide/docs/ams_sg.doc

SD-10.8. Acceptance/Approval

Section Effective Date: 21-Apr-2012

Acceptance criteria for the Deployment Services provided in this VDNA SOW are as follows:

- AT&T will confirm that Equipment configuration is properly installed and operational by executing a Test and Turn-up plan. This plan will include:
 - Complete an inbound phone call from an off-net phone number
 - Complete an outbound phone call to an off-net phone number
 - Complete on-net calls
 - Place a message into Voicemail (if applicable) during End-User training
 - Retrieve a message from Voicemail (if applicable) during End-User training
- AT&T will confirm that all equipment and services are installed and configured as specified in the VADD
- AT&T will confirm that service may be viewed and manipulated through AT&T's BusinessDirect web site, both as a user and as an administrator (as applicable)
- AT&T will complete the training (if selected) as described in the Training section of this VDNA SOW

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- AT&T will provide Customer with closeout documents including but not limited to the current version of VADD, equipment configurations, and product documentation.

On the first day of the Thirty-Day Confirmation Period, or upon the completion of Test and Turn-up of Remote Worker, whichever is later, AT&T will present the Site Acceptance Form to Customer for signature. Customer shall have five (5) business days from receipt of the Site Acceptance Form to execute it or to notify AT&T in writing of its reasons for rejection ("Rejection"). In the event there is no response from Customer within the 5 business days, the Deployment Services shall be deemed Accepted. In the event of a Rejection, AT&T shall use commercially reasonable efforts to address the issue(s) within twelve (12) business days of receipt of the Rejection notice, and will then resubmit the Site Acceptance Form to Customer, and Customer's signature/acceptance or Rejection must be received by AT&T within five (5) business days or the Deployment Services shall be deemed Accepted. The parties may agree to extend the Customer acceptance period upon mutual, written agreement.

SD-10.9. Assumptions

Section Effective Date: 30-Mar-2012

The pricing, terms and conditions outlined herein are based on the below Assumptions:

- All labor will be performed during Standard Business Hours. Work requested outside of Standard Business Hours will be invoiced the applicable Hourly rates.
- Assumes all Deployment Services and Charges are provided at Sites within the United States.
- Installation of equipment not expressly listed or defined in this Statement of Work, and the installation of any Circuits shall be considered out-of-scope of this VDNA SOW.
- If Customer elects to purchase Voice DNA and/or Remote Worker Maintenance Services, the prices for the Maintenance Services will be provided remotely and does not include on-Site visits.
- Post deployment services, including, but not limited to, remote support services, onsite support services and hardware and software maintenance services are not included in this AT&T VDNA SOW.
- AT&T Voice DNA services shall include the creation of up to seven (7) AT&T BusinessDirect accounts per site which may not be associated with a Telephone.
- AT&T Voice DNA Remote Worker/Remote Site services shall include the creation of up to two (2) AT&T BusinessDirect accounts per site which may not be associated with a Telephone.

SD-10.10. Termination

Section Effective Date: 01-May-2009

Customer may terminate this VDNA SOW or any Work Order pursuant to this VDNA SOW provided Customer provides notice of such termination at least twelve (12) business days prior to the effective date of termination. Customer is liable for all charges and Service fees that were incurred prior to the effective date of the termination.

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SD-11. AT&T Voice DNA for Small Business Service

Section Effective Date: 04-Dec-2017

The AT&T Voice DNA for Small Business Service is no longer available for new customers. Existing customers using this Service at a particular Site may continue to use this Service at such Site until the Service is withdrawn.

This option allows Customers to extend capabilities and features of AT&T Voice DNA to small business sites. AT&T Voice DNA for Small Business serves small business Sites with a minimum of 1 and a maximum of 20 stations via AT&T High Speed Internet service as the Underlying Transport Service. Note that the remaining capacity of the AT&T High Speed Internet Service may be insufficient for heavy data usage.

IP Phones and Analog Telephone Adapter (ATA) options are available to the customer to be purchased as part of the AT&T Voice DNA for Small Business. The IP phones enable the Customer to take advantage of the robust capabilities of the AT&T Voice DNA platform. An ATA enables Customer to utilize existing analog phones with the service. Customer may also choose to purchase IP Phones and/or ATAs directly from a supplier other than AT&T. If Customer chooses this option, IP Phones and/or ATAs must match one or more of the IP Phone and ATA models listed in section "Rate Table BVOIP-VDNA-SB: AT&T Voice DNA for Small Business Site Charges," cross referenced below.

Customer will be required to provide online acceptance of the terms and conditions for the AT&T Voice DNA for Small Business. Customers have the option of 1, 2 or 3 year terms. Early termination penalties may apply. Additionally, the AT&T High Speed Internet Service Terms and Conditions are provided under a separate agreement.

AT&T's installation of the service includes labor and materials to install, in a standard office environment:

- Switches purchased as part of this service.
- Horizontal Cable, which comprises a single Category 5 cable as a connection from the router or switch to the workstation, to support SIP telephones.
 - The Horizontal cable is a single Category 5 cable not exceeding 150 feet in length, terminated on both ends with a connectorized RJ45 plug or jack.
 - Installation of up to 5 Horizontal Cables is included in the AT&T Voice DNA for Small Business service Installation Charge. Horizontal Cable installations in excess of the first 5 included will be charged as detailed in section "Rate Table BVOIP-VDNA-SB: AT&T Voice DNA for Small Business Site Charges."
 - The installation of the Horizontal Cable may start prior to the actually test and turn up scheduled date and will be coordinated with Customer. Standard office environment includes installation of Horizontal Cable in 8' drop ceiling office
- Plug in and test IP Phone(s) and Analog phones being used with the service to verify that placement and receipt of local and long distance calling is functioning properly.

Items or activities not identified above are the responsibility of the customer and must be completed prior to the installation of service. Such items or activities include, but are not limited

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to the provision and installation of patch panels, power supplies, cabinets, relay racks, shelves, conduit, specialty cubicle face plates, fire stopping or sleeves, cable installations greater than 150 feet, concrete core drilling, underground cabling, or cabling to remote buildings.

Cross References

[SD-3.3. Underlying Transport Service for AT&T Voice DNA for Small Business](#)

[P-6.4.4. Rate Table BVOIP-VDNA-SB: AT&T Voice DNA for Small Business Site Charges](#)

SD-11.1. Telephone Number Port-out Requests

Section Effective Date: 08-Jul-2010

If AT&T receives a request to port to another carrier all the telephone numbers assigned to the Customer except the telephone number assigned to the Customer for access to their VDNA voice mail, AT&T will consider that port-out request a disconnect request by Customer for that voice mail access telephone number, and AT&T will issue a disconnect order for that telephone number. The effective date of that disconnect order will be the effective date of the port-out of the other telephone numbers.

SD-12. AT&T IP Toll-Free Service Overview

Section Effective Date: 02-Jul-2019

AT&T IP Toll-Free (AT&T IPTF) provides inbound toll-free service on an Individual Case Basis (ICB). AT&T IP Toll-Free can be ordered with AT&T VPN ("IP Toll-Free on AT&T VPN Service") or AT&T Dedicated Internet service ("IP Toll-Free on AT&T Dedicated Internet Service") based on Customer transport requirements. AT&T IPTF requires that a Customer order Calling Plan G. In conjunction with toll-free numbers ordered under AT&T IPTF Service, Customer must order at least one AT&T Toll-Free Advanced Feature to be associated with these numbers. The Monthly Recurring Charge and Installation Charges will be waived for the AT&T Toll-Free Advanced Features – Routing Feature - Feature Package II - Routing Plan Option for each Toll-Free Number ordered under AT&T IPTF Service*. Additional AT&T Toll-Free Advanced Features are available at the rates, terms and conditions specified in the [AT&T Toll-Free Services Service Guide](#).

Customer can create a new routing plan or integrate the AT&T IPTF termination in an existing toll-free routing plan. Upon installation of AT&T IP Toll-Free Service at a Site, Customer may receive toll-free calls. Calling Plan G Customers in the US are permitted to separately order Calling Plan B or C service for use at the same Site, where available, but installation of Calling Plans B or C must be complete prior to ordering Calling Plan G. Note:

Additionally, there are Service Guides for each of AT&T's Business Offers, as follows:

For [Virtual Telecommunications Network Service \(VTNS\) Service Guide](#), scroll down to Features and Options, then go to VTNS Toll-Free Calling Features and Options:

For [AT&T OneNet Service Service Guide](#), go to Toll-Free Advanced Features in the Pricing section.

For [AT&T Business Network Service \(ABN\) Service Guide](#), go to Toll-Free Advanced Features in the Pricing section.

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*The following charges do not apply in connection with the implementation of the AT&T Toll-Free Advanced Features – Routing Feature - Feature Package II - Routing Plan Option: Per Outbound Long Distance Main Billed Account, Location Charge-Outbound Long Distance using Switched Access per Sub-account and Location Charge-Outbound Long Distance using Dedicated Access per Sub-account as reflected in Rate Table ABN-Gen: ABN General Charges in the [AT&T Business Network Service \(ABN\) Service Guide](#).

SD-12.1. Compatible CPE and PBX Models

Section Effective Date: 30-Mar-2012

AT&T IPTF interoperates with TDM PBXs as well as IP PBXs. AT&T IPTF operates only with certain makes and models of CPE. CPE must be certified for use with AT&T IPTF and with the specific Underlying Transport Service. Customers for AT&T IPTF must reference the AT&T IP Toll-Free CPE Certification Guide for the list of CPE that is currently permitted to be used with the service and the specific Underlying Transport Service.

SD-12.2. VoIP Module Cards and Voice Quality Monitors

Section Effective Date: 28-Feb-2017

A VoIP Module Card is an available adapter that allows Customer to use TDM equipment with the VoIP service at Sites that utilize ADI as the Underlying Transport Service.

AT&T provides the VoIP Module Card as AT&T Equipment as further discussed in the in the sections cross-referenced below.

The NB VQM is provisioned at the AT&T network.

Additional charges may apply.

Cross References

[SD-5.2.4. VoIP Module Cards](#)

[SD-5.2.5. Voice Quality Monitor \(VQM\)](#)

[SD-14. Voice Connection](#)

SD-12.3. Additional Features

SD-12.3.1. Toll-Free Advanced Features

Section Effective Date: 09-Aug-2018

The Toll-Free Advanced Features shown in the table below may be ordered on toll-free numbers provided under AT&T IPTF service. The capabilities, terms, conditions and pricing of the Toll-Free Advanced Features as described in the AT&T Toll-Free Service Guide (except SAFER, a toll-free AT&T Advanced Feature arrangement, is not a feature of AT&T IPTF), apply:

http://new.serviceguide.att.com/portals/sgportal.portal?_nfpb=true&_pageLabel=tf_page

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Toll-Free Advanced Features	
Standard Features	Call Prompter Enhanced Announcement Enroute Announcement Courtesy Response Voice Prompter (Speech Recognition) Final Handling Announcements Real-Time Announcement Update (Phone) Real-Time Announcement Update (Web)
Call Routing Features	Time and Day Manager Area Code Routing Exchange Routing Caller Recognition Routing 8YY Call Allocator Dialed Number Set DNIS TRNT
Redirection Features	Alternate Destination Routing Transfer Connect Services (inband without data forwarding) available only for US terminations. This feature is not able to be provisioned on terminations that support calls from International originations.
Customer Routing Control Features	Routing On Demand Route-It! (excludes self provisioning) Select Routing Toll-Free Routing Control Quick Call Allocator
Call Information Delivery Features	DNIS CPN Delivery
Intelligent Call Processing (ICP)	Effective July, 31 2017, Intelligent Call Processing (ICP) is no longer available for new customers, and moves, adds and changes are no longer available for existing customers.
Payphone Blocking	
NPA Blocking	

SD-12.3.2. AT&T IP Toll-Free Features

Section Effective Date: 08-Dec-2017

IP Toll-Free features are provided using an application server in the IP network architecture. These features provide call information delivery and allow a customer to redirect or transfer incoming AT&T Toll-Free calls to different locations or circuits.

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SD-12.3.2.1. AT&T IP Features and Options

Section Effective Date: 28-Feb-2017

Feature	Options	Description
IP Courtesy Transfer		<p>Post-answer, blind transfer capability that enables Customer to transfer the caller to the Target Party.</p> <p>Important: This feature should not be provisioned on the same terminations that also have traditional Transfer Connect. (Transfer Connect is a traditional Toll-Free Advanced Feature.)</p> <p>This feature is not able to be provisioned on terminations that support calls from International originations.</p>
	Attended	<p>Notification is provided to redirecting party on the transfer progress. In the event the transfer to the Target Party fails, notification is provided to the redirecting party and, if the redirecting party has not disconnected, the redirecting party is re-connected to the calling party.</p>
	Data Forwarding	<p>Enables forwarding of Dialed Number, CPN and selected IP InfoPack data from the Redirecting Party location to the Target Party location. The data is forwarded along with the transferred call and includes data generated by Customer at the Redirecting Party location. Customer must subscribe to IP InfoPack in order to enable forwarding of any of the data fields under that feature.</p>
IP Redirect		<p>Enables pre-answer transfer of a call to a Target Party</p> <p>This feature is not able to be provisioned on terminations that support calls from International originations.</p>
	Data Forwarding	<p>Enables forwarding of Dialed Number, CPN and selected IP InfoPack data from the Redirecting Party location to the Target Party location. The data is forwarded along with the transferred call and includes data generated by Customer at the Redirecting Party location. Customer must subscribe to IP InfoPack in order to enable forwarding of any of the data fields under that feature.</p>

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Feature	Options	Description
IP InfoPack		<p>Display of call information to the party receiving the call, including any or all of the following four fields:</p> <ul style="list-style-type: none"> - Billing Number (BN) - Calling Party Number (CPN) - Originating Line Information (OLI) - User to User Information (UUI) - Original Called Number (OCN)* - Redirecting Number (RN)* - Redirecting Information (RI))* <p>IP InfoPack may be ordered as a standalone feature on any AT&T IPTF termination, and does not require IP Courtesy Transfer or IP Redirect. Delivery of the data fields above is dependent upon (a) the termination being subscribed to the specific field, (b) the information being present on the incoming call record and (c) the ability of the CPE to support it. This information may not be available on calls originating from a location outside the US.</p> <p>* CPE must be certified with Narrowband Signaling Syntax (NSS) to order and use these fields</p> <p>This feature is not able to be provisioned on terminations that support calls from International originations.</p>
Border Gateway Protocol Resiliency (BGP-R)		<p>BGP-R, as described in section "AT&T IP Flexible Reach Service Overview," subsection "Border Gateway Protocol Resiliency," is available for AT&T IP Toll-Free on AT&T VPN Service and ADI with the MPLS PNT Feature.</p>

Cross References

[SD-12.1. Compatible CPE and PBX Models](#)

[SD-12.1. Compatible CPE and PBX Models](#)

SD-12.3.2.2. Compatible CPE and IP PBX Models

Section Effective Date: 30-Mar-2012

AT&T IP Toll-Free features interoperate with IP PBXs utilizing SIP protocol and only with certain makes and models of CPE; not all makes and models of CPE certified for AT&T IP Toll-Free use support all features. Upon Customer request, AT&T sales personnel will provide information regarding the specific equipment that is compatible with Customer's desired features.

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SD-12.3.2.3. Speed Dial Codes and Speed Dial Lists

Section Effective Date: 30-Jun-2015

Use of Speed Dial Codes is required for IP Courtesy Transfer and IP Redirect when transferring to a routing number. IP Courtesy Transfer also has the ability to transfer to a toll-free number or to a direct dialed number (“POTS” or “Plain Old Telephone Service”) or to a Direct Inward Dial (“DID”) that can be dialed directly or via a Speed Dial code.

The establishment of Speed Dial Codes enables calls to be transferred without having to dial the Target Party's complete routing number or, for IP Courtesy Transfer, their toll-free or POTS/DID number. Speed Dial Codes are unique 1 to 10-digit codes that represent the Target Party's routing number or, for IP Courtesy Transfer only, the toll-free or POTS/DID number.

Customer has sole responsibility to create and maintain Speed Dial Code list(s) and assign each IP Courtesy Transfer and IP Redirect termination to a Speed Dial List. Speed Dial Lists can be managed using the Manage IP Transfer Connect tool in AT&T BusinessDirect for this purpose. There is a maximum of 30,000 Speed Dial Codes allowed per list.

SD-13. Hosted Voice Services

SD-13.1. HVS General Overview

Section Effective Date: 28-Feb-2017

HVS is a network-based, hosted interconnected VoIP Service that combines VoIP service with traditional TDM communications features and functionality, local and long distance calling, and unified messaging capabilities. Customer must select an appropriate HVS Features Package for each User. HVS is priced on a per Seat basis at the rates set forth in Customer's Pricing Schedule or other agreement for the Service. HVS is only available with certain makes and models of telephone sets. Customer must separately purchase or provide transport services for HVS, which may include AT&T VPN Service, ADI, or third party Internet connection services.

SD-13.2. HVS Service Elements

Section Effective Date: 22-Nov-2014

HVS consists of the following:

- Private Branch Exchange-like service from AT&T
- Web portal interfaces to provide Users access to administrative controls;
- Unified Messaging, which integrates voicemail with email notification of voice messages, and supports the capability to integrate with email systems supporting IMAP; and
- Local and domestic long distance calling.

SD-13.3. Demarcation

Section Effective Date: 22-Nov-2014

The HVS demarcation point is the point at which the HVS Service ends and which connects to the Customer's on-premises network wiring. With HVS this occurs at the LAN interface on the AT&T-managed device for HVS at the Site. AT&T is responsible for the AT&T-managed device, as applicable, and the interface to the Wide Area Network. Customer is responsible for all

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maintenance and/or any troubles associated with any devices or equipment on the Customer LAN behind the point of demarcation (e.g. LAN Switch, IP Phones, Soft phones)

SD-13.4. Compatible CPE with HVS

Section Effective Date: 22-Nov-2014

HVS can only be used with certain makes and models of CPE (e.g., PBXs, key systems and station equipment), and not all features are available with all CPE. Customer may obtain CPE from AT&T for use with the HVS under a separate agreement, or may obtain CPE from third parties. AT&T sales personnel will provide information regarding specific CPE that is compatible with Customer's HVS upon Customer request. AT&T does not warrant, nor make any representations whatsoever regarding the capabilities of such CPE including emergency (e.g., E911/911) calling capabilities.

SD-13.5. HVS Feature Packages

Section Effective Date: 27-Sep-2018

Customer must select a feature package for each User of the HVS. HVS supports a variety of User profiles including, but not limited to the following: a User at a corporate Customer HVS Site with a publicly dialable ten-digit telephone number; a User with an assigned extension number which is not reachable by direct dialing from outside of the Customer's HVS; and/or a User at a remote, On-Net Customer Site with a ten-digit publicly dialable telephone number.

HVS Feature packages include Unlimited Outbound Local calls, Unlimited Outbound Interstate (Inter- and IntraLATA) and Interstate Toll United States Off-Net calling. International calling is not available with HVS. Customer is responsible for providing international calling. Support for International calls can be directed from HVS to a Customer-owned gateway connected to the Customer's international calling plan. International calls will appear on a separate bill provided by Customer's chosen service provider.

There are four (4) feature packages available for purchase: (1) Standard Feature Package, (2) Premium Feature Package, (3) Voicemail only Feature Package, and (4) Business Trunk Feature Package. Customers purchasing the Premium Feature Package can also purchase the Hospitality Feature Package. Each is described below.

SD-13.5.1. Standard Feature Package

Section Effective Date: 10-Feb-2016

The HVS Standard Feature Package allows Customer's HVS Administrator to use a web-based tool to set up User profiles, assign telephone numbers and feature packages to Users, reset User passwords, create company directories, create groups and billing codes and view reports. The standard features available are shown below.

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HVS Standard Feature Packages	
Feature Package	Definition
Authentication	
Mandatory	Requires users to enter a code each time a call is made. This code is then output in the CDRs allowing the call information to be used for other reasons, e.g., billing codes can be used to identify all calls to a specific client so the client can be billed accordingly.
Optional	Allows users to optionally enter a code when making a call. This code is then output in the CDRs
Basic Call Logs	Using the LCD display of IP and IP-enabled digital phones, the user can access the missed, outgoing and incoming call logs. If the user also subscribes to the contact feature, the name of the contact is also displayed in the log. Call logs are also available to users.
Call Forwarding	
Basic Call Logs	Ring splash enables users to have a short ring burst played on their phone when the following services are triggered: Call Forwarding Always, Call Forwarding Selective (Premium), and Do Not Disturb (Premium). Ring Splash can be enabled for each of these services individually and serves as a reminder that the respective service is active.
Call Forwarding Always	Enables a user to redirect all incoming calls to another phone number.
Call Forwarding Busy	Enables a user to redirect calls to another destination when an incoming call encounters a busy condition.
Call Forwarding No Answer	Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings.
Call Forwarding Not Reachable	Allows for configuring a location (for example, a mobile) where a call should be redirected when the main device is unreachable (for example, landline).

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HVS Standard Feature Packages	
Feature Package	Definition
Calling Line ID Delivery Blocking	Enables a user to block delivery of his/her identity to the called party.
Calling Name/Number Delivery	<p>Many operators, notably in the mobile space, offer a Calling Line ID Delivery capability as two separate services, namely Calling Number Delivery and Calling Name Delivery. This activity adds two new HVS services: Calling Number Delivery and Calling Name Delivery, which allow the delivery of the calling number and calling name to be managed independently. The existing HVS services External Calling Line ID Delivery and Internal Calling Line ID Delivery remain unchanged and have precedence over the new services.</p> <p>This activity also adds a new Call Processing policy that may cause the Application Server to block the sending of the calling name when a HVS user places a call that terminates to a destination outside the user's enterprise or group.</p>
Calling Name Retrieval	<p>Provides the calling name for incoming calls by querying an external database for the information if it is not received in the call set-up messaging.</p> <p>Although the HVS standard Calling Line ID Delivery provides the calling number and name for all calls within HVS, calling name information is typically not passed with calls received from external parties (for example, PSTN-originated calls).</p>
Call Intercept (Group and User)	Call Intercept Group: Enables group administrators to intercept calls routed to a non-working internal line with informative announcements and alternate routing options. The service can be assigned to an individual user's phone number (for example, when they have left the company) or it can be assigned to all the members of the group.
Call Return	Enables a user to call the last party that called, whether or not the call was answered. To call back the last party that called, the user dials the Call Recall feature access code. The system stores the number of the last party to call, and connects the user to that party. Users can also execute call recall via the CommPilot Call Manager.
Call Trace	The Customer Originated Trace service allows users to report malicious calls. To do this, analog users flash the switch hook and dial a Customer Originated Trace FAC during the call or any user can release the call and then dial the FAC after receiving dial tone.
Malicious Call Trace	Allows an administrator to trace any call terminating to a user that has been assigned this service.
Malicious Call Announcement	This feature enhances the Malicious Call Trace service to include an announcement to previously identified malicious calling parties attempting termination.
Call Transfer	
Blind	Lets a user transfer an active call to another extension through a series of keystrokes on their business phone or using hook flash and transfer on analog sets.

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HVS Standard Feature Packages	
Feature Package	Definition
Consult	Lets a user converse with a 3rd party and then transfer the call to that party through a series of keystrokes on their business phone. From analog sets the user performs a hook flash, dial, converse and hang-up to perform transfer.
Conference (3-way)	Enables a user to make a three-way call with the caller and a third party before transferring the caller. To initiate call transfer with three-way consultation, an analog phone user presses the flash hook and dials the third party. When the call is answered, the user presses the flash hook and forms a three-way call with the add-on party and caller. To complete the transfer, the user hangs up, causing the caller to be connected to the third party.

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HVS Standard Feature Packages	
Feature Package	Definition
Call Waiting	Enables a user to answer a call while already engaged in another call.
Charge Number	This feature solves a potential billing resolution conflict where the CDR generated in the HVS Application Server uses the user's phone number as the originator ID and the public switched telephone network (PSTN) uses the configurable CLID as the originator ID during call setup.
Classmark (in SIP messaging)	Allows a classmark to be assigned to users and communicated within SIP messaging between the HVS Application Server and the PSTN during call setup.
Client Call Control	Enables custom call client applications to be used through a public interface with HVS.
Communication Barring User Control	This feature allows users to prevent or allow calls of specific types to be made from their accounts. Users select a barring profile from among the profiles authorized for their group by using a telephone or web user interface. They can activate, deactivate, and query the status of Communication Barring User-Control via the web and by using specific feature access codes along with a PIN code.
Flash Call Hold (Enhanced Privacy on Hold)	Enables users to designate a held call as "privately held". A privately held call cannot be retrieved from another station.
Calling Line ID Management	Option to include a prefix to the calling line ID to identify calls received from operators, pay phones, international callers, and transferred calls. The feature only applies to calls from outside the group and is enabled or disabled on a system-wide basis. It allows an administrator to effectively manage Calling Line Identity.
Custom Ring Back	Enables a user to specify custom audio media files such as music or corporate greetings for ringback tones versus a standard system ring tone.
Last Number Redial	Lets the user automatically redial the last dialed number by pressing a single button on the business telephone or accessible via Feature Access Code.
Lawful Intercept	Enables the following necessary functions for lawful intercept (for example, CALEA event monitoring): <ul style="list-style-type: none"> • Administration – enables a system provider or law agency to assign and configure surveillances against particular users. Up to five surveillances can be assigned to one user • Event Monitoring – generates call events for users under surveillance and delivers to the law agencies requesting the surveillance • Media Monitoring – mixes the media of all parties of a call under surveillance and delivers to the corresponding law agencies based on the delivery IP address HVS can be customized to provide a compliant solution in countries that adhere to the European Telecommunications Standards Institute (ETSI) standard.

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HVS Standard Feature Packages	
Feature Package	Definition
Physical Location	Policy that provides call routing and processing to support non-geographical phone numbers and to allow for dynamically updated user locations. These enhancements are necessary for proper support of emergency calling in countries and regions where the location of a user cannot be derived from a user's phone number.
Preferred Carrier User (Policy)	Allows a system administrator to determine how long distance calls are routed.
Privacy (Client Support for User Managed)	Allows users of this service to limit the display of their name, status, or name and status in group or enterprise directories.
Third Party MWI Control	Third-Party Voice Mail Message Waiting Indication (MWI) enables the receipt of MWI status for users whose voice mail service is hosted on a third-party system.
Third Party Voice Mail Support	Facilitates the integration of a third-party voice mail platform with HVS and its services.
Three-way Call	Enables a user to make a three-way call with two parties, in which all parties can communicate with each other.

SD-13.5.2. Premium Feature Package

Section Effective Date: 22-Nov-2014

The HVS Premium Feature Package includes the capabilities and features in the HVS Standard Feature Package and the additional features set forth below.

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Account Codes	Account Codes are configured by the Group Administrator
Alternate Numbers	Enables users to have up to ten phone numbers and/or extensions assigned to them.
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID
Automatic Callback Busy	Enables users who receive a busy condition to monitor the busy party and automatically establish a call when the busy party becomes available. This service can only be activated when calling within the same group.
Barge-in Exempt	Users with this service assigned cannot have their calls barged in on by other users.
Busy Lamp Field	Enables a user to define criteria that causes certain incoming calls to be redirected to another destination.
Calling Line ID Blocking override	Enables users with this service assigned to always receive the calling line ID if available, regardless of whether or not it is blocked by the calling party.
Call Notify	Enables a user to define criteria that cause certain incoming calls to trigger an e-mail notification. If an incoming call meets user-specified criteria, an e-mail (or short message to a cell phone) is sent to the notify address informing the user of the details of the incoming call attempt.
HVS Anywhere	A fixed-mobile convergence (FMC) solution that allows users to seamlessly consolidate devices from different networks under a single HVS account and operate a single set of services.
HVS Assistant – Enterprise	Desktop toolbar.
Assistant Enterprise – Office 2007 support	Supports the Assistant Enterprise toolbar in Microsoft Outlook version 2007, for Windows 2000, Windows XP, and Windows Vista.
Assistant Enterprise – support for Windows Vista	Supports the Assistant Enterprise toolbar in Microsoft Outlook and Internet Explorer for Windows Vista.

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Custom Ringback	Enables a user to specify custom audio media files such as music or corporate greetings for ringback tones versus a standard system ring tone.
Group	Enables a group to specify custom audio media files such as music or corporate greetings for ringback tones versus a standard system ring tone
Distinct call waiting	Enhances the Call Waiting service to provide a distinctive ringback to the caller when the called party is busy and alerted with a call waiting tone. Different ringback audio files can be used depending on the country code of the called party
Group – Video	Enables a group to specify custom audio and video media files for ringback tones versus a standard system ring tone
Ring Period	Provides a group-configurable time period to indicate how long the current localized ringback tone should ring
Ring Timer	Provides a configurable ring timer to prevent phones from ringing continually. Upon exhaustion of the timer, call is released and the caller is played a treatment.
Directed Call Pick-up	Enables a user to answer a call directed to another phone in their group by dialing the respective feature access code followed by the extension of the ringing phone
Directed Call Pick-up with Barge-in	Provides the option to prevent calls that are redirected by a user to be redirected again by the called party to his or her voice mail.
Do Not Disturb	Allows users to set their station as unavailable so that incoming calls are given a busy treatment.
Group Night Forwarding – Calling Plan Forwarded/Transferred	Enables administrators to prevent specified users from forwarding or transferring calls to certain types of numbers, such as long distance, toll, or premium numbers. This capability is especially useful for preventing fraudulent calling
Hoteling	The Hoteling service supports this activity by enabling users with guest privileges to log in to a host account via their web portal or voice portal.
Hunt Groups	Allows users within a group to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Group's phone number. Group administrators can choose from any of the following "hunt" schemes
Circular	sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off
Regular	sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list
Simultaneous	rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected
Uniform	as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle the longest. If a user receives a call that was not directed to

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	them through the Hunt Group, the call is not included in the receiving order for uniform calls
Weighted	enables calls to be distributed to agents according to a pre-defined weighting. Each agent is assigned a weight corresponding to the percentage of incoming calls they should receive

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In-call Service Activation	The ability to activate services from outside the platform (for instance, from a mobile phone)
Intercept User	<p>This feature enhances the Intercept Group and Intercept User services in the following ways:</p> <ul style="list-style-type: none"> • A new option is offered to route outbound calls made by intercepted users to a configurable customer care number after the intercept announcement is played. • A new option is offered to allow incoming calls to intercepted users (referred to as “partial intercept”). • Partially-intercepted users are provided with a blocking announcement that differs from that for fully intercepted users. • A new option is offered to allow outbound local calls to intercepted users. • A new option is offered to send inbound calls to intercepted users to Voice Mail instead of playing an announcement. • A new option is offered to allow certain types of inbound calls to intercepted users (for example, Public Safety Answering Point [PSAP] call back or customer care), as specified by a carrier-defined list of numbers.
Location Based Calling Restrictions	This feature introduces the capability to define calling restrictions based on the location of a mobile user. Location information is obtained by inspecting Customized Applications for Mobile Network Enhanced Logic (CAMEL) headers in the SIP INVITE message.
Multiple Call Arrangement	Enables a user to make and receive multiple calls simultaneously on his/her different shared call appearance (SCA) locations. This feature is an overlay to the Shared Call Appearance feature.
Music on Hold	Enables group administrators to upload an audio file (.wav file containing music, advertising, and so on) onto the system to be played to held parties. This service can be used in conjunction with the following services: Call Centers, Call Hold, and Call Park.
External Source for Music on Hold (MOH)	Enables enterprises to play live audio to held parties directly from an external audio source that is controlled by the enterprise. The external audio source is comprised of a gateway with an analog audio line-in jack. Customer is responsible for payment to BMI and ASCAP for external MOH.
Music on Hold – User Control	Music On Hold audio source can be configured at the department level. If an audio source has not been specified for the department, the group-defined audio source is used by default.
N-Way Calling:	<p>Ad hoc N-Way conferencing</p> <p>Up to 15 participants bridged via core media server</p> <p>Can be initiated via phone or Communicator</p>
Meet Me Conference Bridge	This optional feature enables an administrator to create conference bridges with a dialable number and designates HVS users as “conference hosts”. The host can create conferences on the conference bridge that has been assigned to them. Each conference has a unique conference ID. Participants dial the bridge number, enter the

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	<p>conference ID, and are joined together on the conference. The conference can be scheduled as a one-time event, a recurring event, or a reservationless conference that is available at any time.</p> <p>Up to 250 participants bridged via core media server</p> <p>Reservation or reservation-less</p> <p>Conference moderator client</p> <p>Bridge can initiate outgoing calls</p> <p>Licensed per port – ports are in shared pool</p>
Outlook Integration	This feature enables users to integrate their personal contacts in Microsoft Outlook with their HVS Call Manager. Using the Outlook Contacts tab in the Call Manager, users can perform a search of their personal Outlook contacts by name or company. Once the desired contact is located, users can click-to-dial one of the contact's phone numbers or the user can choose to display the contact's v-card by clicking their name.
Pre-Alerting Announcement	This Feature allows users to provide a customizable announcement to be played to the calling party before alerting the user's device. The announcement can be configured to be interruptible by the calling party via a configurable dual-tone multi-frequency (DTMF) sequence.
Priority Alert Ringing	Enables a user to define criteria to have certain incoming calls trigger a different call waiting tone (that is, alert) or a different ringing cadence than normal calls
Privacy Service	Enables users to designate a held call as "privately held". A privately held call cannot be retrieved from another station.
Push to Talk (Intercom)	Enables user-to-user intercom service across an enterprise. When a user dials the respective feature access code followed by the called party's extension, the system requests that the called station answer automatically.
Remote Office (equivalent to Nomadic User in VDNA-E)	Enables users to access and use their service from any end point, on-net or off-net (for example, home office, mobile phone). This service is especially useful for teleworkers and mobile workers, as it enables them to use all of their HVS features while working remotely
Selective Call Acceptance	Enables a user to define criteria that causes certain incoming calls to be allowed
Selective Call Rejection	Enables a user to define criteria that cause certain incoming calls to be blocked.
Sequential Ring	Enables users to define a "find-me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria.
Shared Call Appearance	
Shared Call Appearance - General	Allows for incoming calls to ring on up to 35 additional phones simultaneously, connecting the first phone to be answered. If one of the phones is already hosting an active call under the line ID, incoming calls are delivered to the active phone and any outgoing calls from another phone using the same line ID are blocked

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Shared Call Appearance Enhanced – Bridging	The Shared Call Appearance (SCA) service provides an attribute that is used to allow or disallow bridging between the SCA locations. This allows for bridging calls between shared call appearance locations to facilitate manager/administrative assistant interactions.
Simultaneous Ring Personal	Is the ability of the HVS Server to initiate simultaneous calls to up to three extensions and or PSTN numbers when incoming calls to a specific extension are received.
Speed Dial 100	Enables a user to dial two-digit codes to call up to 100 frequently-called numbers
Speed Dial 8	Enables a user to dial single digit codes to call up to eight different numbers, such as frequently-dialed numbers or long strings of digits that may be difficult to remember
Two Stage Dialing	Allows a user to leverage enterprise dialing (DISA) and other HVS services from his/her cell phone or PSTN landlines
Video on Hold	Enables uploading and playback of video for held and parked calls. All the other functions remain same as for Music On Hold.
Virtual On-net Enterprise Extensions	This feature integrates the virtual private network (VPN) destinations with the HVS enterprise framework by explicitly defining off-net destinations in the enterprise directory on the Application Server.
Voice Portal Calling	The Voice Portal provides an entry point for end users to access, use, and configure the following services via any phone interface: Voice Messaging, Call Forwarding Remote Access, CommPilot Express, and Personalized Name Recording.

SD-13.5.3. HVS Voice Mail Only Feature Package

Section Effective Date: 22-Nov-2014

This feature provides an “always on” voice mailbox. Users can retrieve voice mail messages by accessing the voice portal from any phone. Users can listen to, save, and delete each message, as well as move to the previous or next message.

SD-13.5.4. Business Trunk Feature Package

Section Effective Date: 25-Aug-2016

This package provides temporary SIP trunking services to enable Customers to interconnect user premises equipment (CPE), such as legacy PBX or key telephone systems (KTS). The number of SIP trunks required will be based on call traffic and the rate of oversubscription for Customer’s CPE. SIP Trunking requires the creation of a user(s) for each SIP Trunk. There is a monthly recurring charge for each SIP trunk, a monthly recurring charge per user, and a monthly maintenance charge per user. These charges will be billed via a separate invoice.

This package is available to a Customer for a maximum of 6-months after activation of HVS. After expiration of the 6-month period, the SIP trunks will be deactivated. If Customer wants SIP trunking, Customer must purchase alternative SIP Trunking.

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Customers interested in long term SIP trunking services should review the IP Flexible Reach service section of this Service Guide.

During the 6-month period of this package, Customer subscribing to this package may do the following:

- port their telephone numbers to HVS without simultaneously activating an HVS Standard or Premium package for each user. This allows Customer to immediately disconnect PSTN trunks connected to their TDM equipment, while maintaining voice telephony service. Customer however must assign each ported telephone number to an HVS Standard or Premium package within six months of the date the first telephone number is ported to HVS for Customer.
- for voicemail only Customer with a legacy voice mail system use SIP Trunking to provide voicemail service to Customer's existing user base. Customer must fully migrate to the HVS Voice Mail only Feature package within 6 months of activation of SIP trunking.

SD-13.5.5. HVS Standard and Premium Optional Features

Section Effective Date: 09-Feb-2018

Optional Features, described below, may be available with the Standard and Premium Feature Packages for an additional fee. Customer should verify the availability of any additional Optional Feature with its AT&T representative.

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Standard call center	The Standard call center feature is designed to support a normal call center environment where flexible routing options are needed and the Call Center Agent's workflow dictates the need for ACD states such as Available, Unavailable, and Wrap-up. In addition, Standard call centers are designed to support deployments that require clients such as the Agent client and Reporting
Premium call center	A Premium call center is designed to provide an advanced set of routing and call management options to support a formal call center environment. It supports such capabilities as multiple dialed number identification service (DNIS) numbers being assigned to a single call center, additional unavailable codes for when Call Center Agents are not able to take calls, and disposition codes to associate with ACD calls, outbound calling, and silent monitoring of Call Center Agents
Call Center Supervisor	The Call Center Supervisor is an optional chargeable feature that is a web client that enables supervisors to monitor and manage their assigned agents and queue activity. This includes an embedded dashboard so that a supervisor can monitor Call Center Agent work flows in real-time. Supervisors can also run default or customized reports on agent and queue performance, based on either real-time or in-depth historical data.
Receptionist Seat:	The Receptionist Seat is an optional chargeable feature that is an attendant console client. Receptionists or telephone attendants manage and screen inbound calls for enterprises.
Encryption:	<p>HVS Encryption provides for SRTP (Secure Real time transport Protocol) encryption (and decryption) of the RTP (Real-time Transport Protocol) media used in real-time VoIP traffic. HVS Encryption also provides TLS (Transport Layer Security) for the SIP messaging associated with the call set up. HVS Encryption provides message authentication and integrity and replay protection to the RTP data.</p> <p>Encryption is an optional feature with a separate monthly recurring charge that is applied per HVS Feature Package/User. AT&T provides this feature on a per HVS Site basis. For each Site where Encryption is enabled, AT&T will assess a MRC for each HVS Feature Package/User assigned to the Site.</p>
HVS UC Client package	The UC Client package is available with a HVS Premium Seat Feature Package and includes the BroadTouch Business Communicator Client which provides end-users with a unified communications experience across mainstream mobile and desktop platforms, including Windows, Mac, iOS and Android.

SD-13.5.6. HVS Call Recording

Section Effective Date: 08-Sep-2017

HVS Call Recording is a cloud-based call recording and workforce optimization (WFO) software for UC and contact center applications. This feature allows Customer to record voice calls placed over the HVS platform. HVS Call Recording is fully hosted with options for quality management and Desktop Analytics.

HVS Call Recording is a monthly Subscription License which allows customers to record all calls or on demand recording. When a call recording is initiated, the Call Recording feature plays an audible beep at regular intervals during the recording to notify participants the call is being recorded.

Customer call recording data is stored using 256 bit AES encryption in an AT&T data center for a period of Three Hundred Sixty five (365) days, and deleted thereafter unless Customer

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purchases additional storage. The customer administrator can choose to delete the stored data at any time during the retention period.

HVS Call Recording includes the following options:

Live Monitoring

Customer can initiate an on demand live monitor session of an extension and continuously monitor audio calls until the live monitor session is closed.

Reports and Dashboards

Automated recurring and ad hoc reports are included with built-in report designs. Customers can mix and match recording metrics to create their own semi-customized reports. Customers also can connect to a customer SQL database and create their own fully customized reports. Included with Call Recording Feature.

For an additional monthly subscription, Customer can purchase the following options:

Quality Assurance/Management

This feature option allows Customer to generate custom forms to score Agent performance during telephone conversations. It also contains reports so Customer can identify actionable items based on the available scoring data, providing Customer the ability to evaluate agents, manage scores with reports & dashboards, and provide coaching and e-learning tools.

Desktop Analytics

This feature option enables Customer to exchange data between the AT&T Record metadata and Customer's CRM application. The integration between the customer CRM application and AT&T Record metadata requires custom development, which is not included with this option. Customer can request a quote. Customer can also download recording data to a Customer-owned server.

Screen Capture

This option integrates with Call Recording to capture video recordings of each agent's desktop activity (including email and chat sessions), which then synchronizes with each voice recording to create a complete view of customer interactions.

Screen Capture simplifies supervision and increases productivity by:

- Providing full-motion video recording at variable bit rate of up to four agent desktop monitors per agent.
- Recording the screens of agents, and allowing recording of agent work after customer interactions end.

SD-13.5.7. AT&T HVS Hospitality

Section Effective Date: 10-Feb-2016

AT&T HVS Hospitality is a cloud-based platform of integrated software and management services. HVS Hospitality provides features and systems integrations that enable AT&T to provide cloud PBX features and unified communications services that are adapted to the guest and tenant-serving hospitality industry. AT&T utilizes a multi-tenanted server that works with

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Customer Property Management Systems (PMS) to deliver administrative and guest-centric communication capabilities. With a connection to the AT&T cloud, the HVS Hospitality platform can interface with the hotel PMS to deliver reliable hotel voice services and features across a portfolio of hotel properties. HVS Hospitality features vary dependent upon the PMS and its configuration at each property location.

To be eligible for HVS Hospitality, Customer must purchase the HVS Premium Feature Package for each phone location. HVS Hospitality is priced on a per Seat basis at the rates set forth in Customer's Pricing Schedule or other agreement for HVS.

There are two HVS Hospitality packages available for purchase.

HVS Hospitality Room Feature Package

This option includes the features and integrations necessary to provide voice and unified communications services to enterprises serving guests.

HVS Hospitality Administration Feature Package

This option includes management features with supporting reporting and analytics required for administrators.

The features for each package are described in further detail below.

SD-13.5.7.1. HVS Hospitality Feature Packages

SD-13.5.7.1.1. HVS Hospitality Room Feature Package

Section Effective Date: 10-Feb-2016

HVS Hospitality Room Feature Package	
Feature	Description
Bar/Unbar COS (* B/U w/out COS)	Class Of Service code received from the PMS indicating if the guest phone should be configured to allow guests to call only within the hotel and restrict calling outside the hotel (cash paying guest are usually restricted from dialing calls out of the hotel) or if the guest phone should be configured to allow calls outside the hotel (guests who paid with a credit card are generally allowed to dial long distance calls and call charges are posted to their PMS folios for billing upon checkout).
CAS posting	When a guest places a call outside of the hotel and the hotel wishes to charge the guest for the call, a charge amount is calculated in the Call Accounting System (a component of the Hospitality application) and is posted to the PMS to be applied to the guest folio.
Check In	Un-restrict the guest room phone which will enable the following features for guests, if applicable: guest class of service, guest name on phone display, command to archival of any new or saved voicemails from previous guest mail box via command, voicemail set up, wakeup call, language preference.
Check Out	Restrict the guest room phone from making outbound calls, clear the name display, archive new and saved voicemails, clear any pending wakeups, restore default language.
Database swap, Edge initiates	If the guest database in the PMS gets out of sync with the guest database in the Hospitality application, the Hospitality application can request the PMS to send all current guests and related information, which is updated in the Hospitality database.

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HVS Hospitality Room Feature Package	
Feature	Description
Do not disturb	If command is received from the PMS, the Hospitality application can instruct AT&T HVS to configure the guest room phone not to ring.
Maid status update to PMS	When housekeeping staff enters a status of a room into the phone, Hospitality application updates the PMS for housekeeping reporting purposes.
Message light for text	When there is a message for a guest, the PMS will send a command to the Hospitality application instructing AT&T HVS to turn on the guest room message light.
Schedule wakeups in PMS	If the PMS allows hotel staff to set a wakeup time for a guest, the information is sent to Hospitality application which will initiate the wakeup call via AT&T HVS.
Share with	Supports two guests in same room. Dependent on Res ID from PMS.
Voice Mail update Status to PMS	If supported by the PMS, the Hospitality application can update the PMS to indicate that the guest has un-retrieved voice messages.
Wakeup status update to PMS	If the PMS allows wakeups to be set, the results of the wakeup call attempts are sent to the PMS.

SD-13.5.7.1.2. HVS Hospitality Administrative Feature Package

Section Effective Date: 10-Feb-2016

HVS Hospitality Administrative Feature Package	
Feature	Description
Departmental reporting	The Hospitality Web Portal is available to enable the Hotel to review current guest and staff status on key hotel metrics and PMS/Room features listed above. Reporting is based on CDR received from the HVS Hospitality server. Alerting is based on the configuration of CDR or emergency zone notification settings and can include wakeup call alerts, 911 emergency services alerts, etc. These can be delivered via email or recorded message calls to front desk extension or mobile phones.
Emergency Alert notification	If a user dials emergency services (911) at the hotel and the system is configured to notify the AT&T Hospitality application, it will send a command to AT&T HVS to ring a specified extension and when answered play a message similar to the following. <p style="margin-left: 40px;">"A 911 emergency call was placed from extension <insert extension number> at <insert time>. Please press any numeric key to acknowledge receipt of this message."</p> Number of notification attempts and length of time between attempts is configurable. Alert notification can also be delivered via email.

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HVS Hospitality Administrative Feature Package	
Feature	Description
Failed Wake-up call notification	<p>If a wakeup call is not acknowledged by the guest, the AT&T Hospitality application will send a command to AT&T HVS to ring a specified extension and when answered play a message similar to the following.</p> <p>"A wakeup call was placed for the guest in room <insert room number> at <insert time> which was not answered. Please press any numeric key to acknowledge receipt of this message."</p> <p>Number of wakeup call attempts and length of time between attempts is configurable. Snooze functionality is available. Alert notification can also be delivered via email.</p>

SD-13.5.7.1.3. Property Management Systems (PMS) Features

Section Effective Date: 10-Feb-2016

The PMS identified in the table below are certified to be compatible with AT&T HVS. The HVS Hospitality features available with these PMS are described below. If customer utilizes a PMS not included in the table, AT&T will request that its software vendor(s) work with the Customer's PMS vendor to perform testing and certification. AT&T will advise the customer of the certification completion. For non-standard PMS, as determined by AT&T in its sole discretion, Customer shall be responsible for any charge(s) assessed by an AT&T vendor(s) that is directly related to the testing and certification of the system.

Property Management Systems (PMS)					
Features	Choice Advantage	Epitome Windows 5.1	Fidelio Opera	Front Desk Portal (NO PMS)	Generic Mitel
Bar/Unbar-COS	Yes	Yes	Yes	Yes	Yes
CAS posting	Yes	Yes	Yes	Yes	Yes
Check-in/out	Yes	Yes	Yes	Yes	Yes
Database swap, Edge initiates	No	Yes	Yes	Yes	No
Do not disturb	No	Yes	Yes	Yes	No
Guest language	No	Yes	Yes	Yes	No
Maid status update to PMS	Yes	Yes	Yes	Yes	Yes
Message light for text	No	Yes	Yes	Yes	Yes
Mini bar posting	No	Yes	Yes	Yes	No
Room move	No	Yes	Yes	Yes	No
Schedule wakeups in PMS	No	No	Yes	Yes	Yes
Share with	No	Yes	Yes	Yes	No

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Property Management Systems (PMS)					
Features	Choice Advantage	Epitome Windows 5.1	Fidelio Opera	Front Desk Portal (NO PMS)	Generic Mitel
Voice Mail update Status to PMS	No	Yes	Yes	Yes	No
Wakeup status update to PMS	No	No	Yes	Yes	No
Edge ESB (Enterprise Service Bus)	RT 500	RT 500	RT 1000	RT 1000	RT 1000
Connectivity	Serial	TCPIP	TCPIP	NA	Serial

Property Management Systems (PMS)					
Features	Hilton OnQ	Marriott Fosse	MSI	Starwood Galaxy	RoomKey
Bar/Unbar-COS	Yes	Yes	Yes	Yes	Yes
CAS posting	Yes	Yes	Yes	Yes	Yes
Check-in/out	Yes	Yes	Yes	Yes	Yes
Database swap, Edge initiates	No	No	No	Yes	Yes
Do not disturb	Yes	No	No	No	No
Guest language	Yes	No	No	No	No
Maid status update to PMS	Yes	Yes	Yes	Yes	Yes
Message light for text	Yes	Yes	Yes	No	Yes
Mini bar posting	Yes	No	No	No	No
Room move	Yes	No	No	No	No
Schedule wakeups in PMS	No	Yes	Yes	Yes	Yes
Share with	Yes	No	No	No	No
Voice Mail update Status to PMS	Yes	No	No	No	No
Wakeup status update to PMS	No	No	No	No	No
Edge ESB (Enterprise Service Bus)	RT 500	RT 1000	RT 1000	RT 1000	RT 1000
Connectivity	Serial	Serial	Serial	Serial	Serial

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SD-13.6. HVS Scope of Services*Section Effective Date: 22-Nov-2014*

AT&T will provide the following services for implementation of HVS:

- Project Management
- Build Customer User Database
- Onsite Customer Training
- Install Underlying Transport (if transport services purchased from AT&T)
- Install Gateways, phones, and other CPE (if installation services purchased)
- Test and Turn Up of HVS
- Provide Help Desk support

SD-13.6.1. Provisioning**SD-13.6.1.1. User Database Provisioning***Section Effective Date: 22-Nov-2014***Establishment of User Database**

Prior to the initiation of HVS service, AT&T will build and set up the Customer's User database, which includes at a minimum the following specific information for each Customer User: building name, floor, office/cubicle number and station jack number. Customer shall provide AT&T the requisite information for each User via CSV file (or other approved format). Customer and AT&T will agree to a date for final receipt of all User information to be included in the User Database. After such date, AT&T will assess a charge for any requested changes to User information.

To facilitate establishment of the User Database, Customer must: (1) provide coordinator(s) to attend a database collection workshop for training on how to collect and provide all necessary information for the User Database; (2) provide Group Administrator(s) to attend the kickoff and database collection meetings; and (3) provide required User phone settings to AT&T.

Customer will take responsibility for the User Database upon completion of HVS service activation. Customer may use the OP Easy Tool, a web-based application, to update the User database.

Database changes

If Customer requires AT&T assistance to modify the User Database after activation of HVS service, or if AT&T is required to re-build the User Database, additional charges will apply.

SD-13.6.1.2. User Provisioning*Section Effective Date: 22-Nov-2014*

AT&T will provide Customer a template for each HVS Feature Package. Customer shall provide AT&T a completed template for each User and AT&T provision each User according to Customer's specifications. If Customer requires a custom template for a User(s), AT&T shall

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provide a quote to Customer for additional services at the then current Professional Services Rates.

SD-13.6.1.3. Teleworker

Section Effective Date: 10-Feb-2016

HVS facilitates Teleworkers utilizing SIP phones at a fixed location connected to HVS via Remote Broadband Internet Service. Customer acknowledges the capability is authorized for use only at the service location provided on Customer Order, and only at locations where E911 emergency dialing is supported.

SD-13.6.1.4. New Site Provisioning Information

Section Effective Date: 22-Nov-2014

To add an HVS Site, AT&T will assign an AT&T Identification Number (AIN). This number will be used by AT&T's Customer Technical Support (ACTS) to identify the specifics of the Site. This AIN includes: Address of the physical location, primary and secondary contact information (Customer HVS Administrators), and AT&T provided CPE located on site.

SD-13.6.2. HVS Documentation

Section Effective Date: 22-Nov-2014

AT&T will provide soft copies of HVS terminal user guides and quick reference guides (Documentation). AT&T grants Customer a limited, non-transferable (except in accordance with authorized assignment of Customer's Agreement), non-sub licensable non-exclusive license, to use the HVS Documentation until the end of its term. This license grant is intended to give Customer only a personal, not a property, interest in the Documentation. All intellectual property and proprietary rights arising by virtue of AT&T's performance of the HVS Services, including the provision of Software (including Third Party Software), are and will be the sole and exclusive property of AT&T, its subcontractor(s) or its supplier(s), and neither ownership nor title to any such property will pass to Customer. The license to use the Documentation is specifically limited to allow Customer and Ordering Parties to post on-line, download, print and make a reasonable number of copies of the related user documentation that accompanies the Software.

SD-13.6.3. Training

Section Effective Date: 25-Aug-2016

AT&T will provide web based training for phone users. AT&T will also provide user guides, which may be used in a manner consistent with the Documentation license described above.

Web Based Training.

AT&T will assign a URL to access the HVS web based training content and assign a system wide log-in and password (Web Based Training). The Web Based Training for the phone users is delivered in tiered levels as required. AT&T will provide Customer a description of Web Based Training options that Customer may select for use. Training topics include; User Training, HVS Assistant Toolbar; HVS Receptionist and HVS Unified Messaging. Customer Administrators will be provided with web-based portal access to Web Based Training.

Call Recording Training

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Depending on option purchased by Customer, the following training is available with the HVS Call Recording feature. AT&T will schedule the training within 2-5 days after installation.

- Administrator Training: Approximately 2-3 hours in duration. AT&T will schedule the training within 2-5 days after installation.
- Supervisor Training: Approximately 1 hour in duration; AT&T will schedule the training within 2-5 days after installation.
- Quality Training (If QA option is purchased): Approximately 3 hours in duration; AT&T will schedule the training usually within 2-3 weeks after installation

On Site Training

On Site training may be purchased for an additional fee and will cover functionality, feature usage, voice mail, Call Recording and assistant overview for the features purchased per location.

SD-13.6.4. Project Implementation

SD-13.6.4.1. Project Management

Section Effective Date: 22-Nov-2014

AT&T will assign a Project Manager to interface directly with Customer and to have overall responsibility for the implementation. The Project Manager will schedule a kickoff meeting to begin the project. The kickoff meeting outlines the installation process and is the first step to initiate the project. Upon completion of the kickoff meeting, the Project Manager will assemble a project team to conduct a technical interview with Customer to review Customer's Order, and to determine the technical requirements for implementation.

The Project Manager and a Customer HVS Administrator will work together to establish a Project Schedule that will outline all tasks, timeframes for completion, and the responsible party per task. Once the Project Schedule is finalized, all tasks will be completed in the order and timeframes listed in the Project Schedule. A typical installation requires a technician on site to install the hardware, set the phones, and to provide Help Desk support. The Project Management responsibilities of each party are detailed below.

Project Management and Implementation services are performed during Standard Business Hours. If AT&T agrees to a Customer request for HVS services performed outside Standard Business Hours, expedite charges will apply as described in the Rate Table for Voice DNA Deployment Miscellaneous Charges.

Cross References

[P-6.4.5.9.1. Rate Table BVOIP-VDNA-DMC: Voice DNA Deployment Miscellaneous Charges](#)

[SD-3.4. Underlying Transport Service for Hosted Voice Services](#)

[SD-3.5. Underlying Transport Service for Voice Connection](#)

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SD-13.6.4.2. AT&T HVS Project Responsibilities

Section Effective Date: 25-Aug-2016

AT&T shall:

- Assign a Project Manager to be the Single Point of Contact (SPOC) through Service Activation.
- Assign an AT&T Operational Manager to be the SPOC for ongoing maintenance after the Service Activation Date.
- Assign Project Manager to work with Customer
 - Set up kickoff meeting with Customer HVS Administrator
 - Set up Database collection meeting for the purpose of establishing Customer system-wide parameters and to train the Customer HVS Administrator to collect the necessary database information for AT&T's database build process
 - Conduct Database collection meeting. AT&T's Project Manager will educate the Customer HVS Administrator on HVS features
 - Review Customer-submitted User information to be included in Customer User Database
 - Create and populate Customer User Database
 - Complete the AT&T-provided sale notification form ("Green light form") for HVS Hospitality implementations.
- Send confirmation to Customer HVS Administrator that database is accepted for new service
- Test and Turn Up HVS Service
 - Provide a Help Desk after phones are placed and new service goes live.

SD-13.6.4.3. Customer HVS Project Responsibilities

Section Effective Date: 22-Nov-2014

Customer shall appoint an HVS Administrator and designate an alternate System Administrator. The Administrator and alternate Administrator shall have the authority to act on behalf of the Customer as the single point of contact with respect to the Customer's HVS system. If the Customer has purchased HVS at multiple Sites, the Customer can appoint an HVS Administrator for each Site. Customer may also designate one or more alternate HVS Administrators in the event that the lead HVS Administrator is absent or unavailable.

SD-13.6.4.4. Customer HVS Administrator Responsibilities

Section Effective Date: 25-Aug-2016

The Customer HVS Administrator shall:

- Attend the kickoff and database collection meetings and associated training
- Gather the requirements for each User's phone

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- Notify Users end users of installation task and timelines.
- Be available during the installation to address technician's questions.
- Prior to start of deployment activities, provide up-to-date documentation that identifies location of all existing users. Documentation to include: building name, floor, office/cubicle number and station jack number.
- Ensure that all required network patch cords are provided and installed by Customer in remote IDF Closets to support proposed VoIP instruments.
- Ensure that existing transport equipment designated for removal is staged and ready to de-install.
- Ensure Customer-provided distribution and station cable connections (for analog devices only) are provided and installed. Such installation to include any required frames, backboards, terminal blocks, and patch panels.
- Ensure that any required distribution and station cable (for analog devices only) are provided, installed, and terminated.
- Ensure that any required riser and station cross connects/patch cords (for analog devices only) are provided and installed.
- Ensure that any required station jacks/information outlets are provided and installed.
- Ensure network access to the HVS is provided to AT&T for remote administration, troubleshooting, and installation activities.
- Provide an IP address to the AT&T Edge ESB device.
- Where HVS Call Recording is purchased, ensure that at least one workstation has Web access with Microsoft Silverlight version 5.1.30514 or higher installed, which is necessary to support Reports and Administration tabs. Silverlight is not required for Customer to logon, search and playback calls.
- Where HVS Call Recording is purchased, customer should place a call from each call recording station to ensure the calls are being recorded.
- Where HVS Call Recording is purchased, ensure that Port 443 is utilized to communicate with the IIS web server.

SD-13.6.4.5. Customer Responsibilities for Equipment Room and Hardware Installation

Section Effective Date: 10-Feb-2016

Prior to AT&T commencing installation, Customer shall:

- Ensure Customer-provided cable plant and equipment are in acceptable condition and that sufficient cable pairs are available.
- Ensure all cable plant activities performed by other than AT&T must be complete and tested prior to the start of AT&T's installation activities unless otherwise agreed to by AT&T and Customer.
- Ensure that sufficient space is available in the existing AT&T equipment room(s) to set and place the AT&T equipment.

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- Ensure access to work areas and parking at installation site is provided for AT&T during Standard Business Hours or outside of Standard Business Hours if required twenty-four hours a day, seven days a week to complete some tasks.
- Provide a serial or TCPIP connection (depending on the PMS) between the Site's PMS interface and the interface on the HVS Hospitality Gateway. The Customer is responsible for the point-to-point connection of these two systems if they reside in differing wiring closets. A CAT6 cable no longer than 50 feet and punched down on both ends will satisfy this requirement. Should the required cable exceed 50 feet, line drivers may be necessary to complete this element of the installation. If line drivers are deemed necessary, then the property is responsible for the costs associated with purchasing, shipping, and installing these additional parts.
- In the event Customer does not comply with any of the Customer Responsibilities above, AT&T may assess additional charges for:
 - AT&T time spent on problems that arise during the installation that are a result of non-AT&T provided cable plant and/or equipment are not included in the quoted price;
 - Relocation of existing equipment prior to installation or following the Service Activation Date;
 - Changes to the installation date made less than 14-calendar days prior to the scheduled Service Activation Date. Change requests received with shorter notice may result in additional charges, significant schedule changes to complete any remaining work, or both.

SD-13.6.4.6. Cabling

SD-13.6.4.6.1. Customer Requirements Regarding Cable, Plant and Reused Cable Plant

Section Effective Date: 22-Nov-2014

Customer shall provide:

- Cable meeting the industry standard requirements for VoIP cable specifications. AT&T will provide such standards to Customer upon request. All cable must comply with NEC Article 800 specifications.
- Exchange cable (copper outside plant distribution), meeting characteristics of either REA PE-39 or PE-89. (Analog). Equivalent fiber is an acceptable alternative.
- Riser cable (inside plant distribution meeting characteristics of Insulated Cable Engineers Association for Communications Wire and Cable for Wiring of Premises (Publication S-80-576) or REA PE-71.
- Station wire for AT&T analog station instruments meeting Category 3 or better characteristics of ANSI/TIA/EIA 568B. Category 3 characteristics are the minimum for 10BaseT/data applications.
- Station wire for AT&T VoIP station instruments meeting Category 5e or better characteristics of ANSI/TIA/EIA 568B. Category 5e characteristics are minimum bandwidth requirements for VoIP applications.

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- Installations meeting National Electrical Code (NEC), UL, REA and all local fire and building codes pertaining to new telecommunications system installations.
- Copper cable to support Analog devices without multiples or bridge taps.

Cable, cable plant and equipment are provided by and are the responsibility of the Customer. AT&T does not warrant new or reused cable plant. In the event Customer cannot meet the cabling requirements/specifications, AT&T will use reasonable efforts to work around any deficiencies, but AT&T cannot guarantee the quality of voice service and AT&T cannot be held responsible.

SD-13.6.4.6.2. Customer Requirements Regarding Existing Cable Plant Reuse Specifications

Section Effective Date: 22-Nov-2014

AT&T generally accepts Customer cable plant and equipment as acceptable if the condition of such cable plant and equipment conforms to the minimum requirements below. AT&T reserves the right to accept or reject the condition of cable following inspection of such cable plant and equipment by AT&T prior to or during installation. Customer represents, understands and agrees:

- Customer has sufficient LAN/WAN cabling and a transport infrastructure that will fully satisfy the stringent requirements of IP Telephony communications for all intra-premises and inter-premises call control and voice communications transmissions as determined by AT&T.
- Customer shall ensure all Ethernet switches and IP WAN routers will be equipped and programmed to satisfy QoS and security standards necessary to support voice communications.
- Customer will ensure pertinent bandwidth, latency, packet loss, and echo issues will be addressed in the design and implementation.
- Customer shall ensure each station user's work area will be supported by a minimum of one (1) four-pair, Category 5E (RJ-45) or higher station cable for LAN. The RJ-45 connectors will be either wall mounted or mounted in the modular furniture throughout the office environment.
- Customer shall provide RJ-11 connectors, if required.
- Customer has sufficient network connectivity to each building served by HVS in a campus environment.
- Customer has sufficient cable pairs from the Main Equipment Room to each local wiring closet to support all required Analog circuits.
- The installation cost for this proposal is based on reuse of the existing station wire, riser cable and outside plant.
- To the degree possible Customer shall remediate any cable plant and equipment conditions identified by AT&T prior to or during installation. Customer understands the failure to remediate such conditions may prevent or delay AT&T from utilizing such cable plant and equipment, and may also prevent or delay installation and Service Activation of HVS. AT&T

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reserves the right to charge Customer for time and materials, including truck roll charges associated with the Customer delay.

SD-13.6.4.7. Test and Turn Up Support

Section Effective Date: 22-Nov-2014

AT&T will provide remote Help Desk support via ACTS during Standard Business Hours. Upon completion of the Test and Turn Up, AT&T will provide a document that includes a toll-free phone number and procedure for direct ACTS support. Upon completion of a new installation all issues should be reported to the ACTS for resolution.

SD-13.7. Maintenance

Section Effective Date: 22-Nov-2014

Standard Maintenance

AT&T will provide a schedule of standard maintenance windows for upgrades and patches. All standard maintenance will be performed during Normal Business Hours.

Emergency maintenance

Where reasonably practicable, AT&T will give Customer 24 hours' notice of the need for the maintenance and a summary of the potential impact. Emergency maintenance may occur at any time.

Firmware upgrades on end points

AT&T will perform firmware upgrades on end points after Normal Business Hours. AT&T will give Customer one week's notice on firmware upgrades.

Network Maintenance

The network trunks to a Customer Site will terminate on Customer-owned and managed equipment. The network connections to Customer will not have maintenance performed simultaneously. AT&T will notify Customer of planned maintenance windows.

SD-13.8. Monitoring and Management

Section Effective Date: 05-Feb-2016

AT&T shall provide Monitoring and Management for the AT&T owned Equipment. Monitoring and Management includes: (a) up/down isolation; (b) Toll Free number to access the ACTS; and, (c) monitoring for up to 15 Simple Network Management Protocol ("SNMP") traps, as identified by Customer if Customer has in excess of 15 potential SNMP traps.

SD-13.9. Technical Support

SD-13.9.1. HVS Technical Support Overview

Section Effective Date: 22-Nov-2014

AT&T's Technical Support (ACTS) organization is Customer's single point of contact for problem notification, escalation, and resolution at remote sites that are connected to a pre-provisioned, direct network minimum point of entry (MPOE) and that have pre-tested network connectivity and addressing.

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The ACTS operational center is staffed 7x24x365 by trained Support Engineers.

Non- critical issues are supported during Standard Business Hours. Night and weekend rates apply Critical issue support is available 7x24x365.

The Customer Administrator shall provide ACTS the Site AIN (as described above) for access to trouble ticket tracking and the ACTS Call Center. A password may be required.

SD-13.9.2. Reported Trouble Issues

Section Effective Date: 10-Feb-2016

Issues are to be reported to ACTS by a designated Customer resource via the provided toll-free number for the ACTS call center. Impact Level, Severity levels, supports Tiers and the resolution SLO is detailed in this section.

Support requests are documented into the ACTS database and assigned an Incident Report (IR) number. When the IR is documented, the Customer contact will receive a confirmation e-mail indicating the problem description and IR number. Upon closure of an IR, a secondary e-mail notification with details of the problem resolution and/or corrective action is sent to the Customer contact. The Customer contact will have access to view both open and closed IRs related to their site, including all the resolution notes pertaining to each ticket.

Customer shall provide Tier 1 Support through the Customer on site personnel.

AT&T personnel shall respond to Tier 2 through 4 support with the following functional responsibilities and hierarchy of escalation:

- Tier 2 Support: The ACTS operational Center 24x7, 365 days a year
- Tier 3 Support: Senior support engineers
- Tier 4 Support: R&D Engineering support from Mitel and Third Parties

“Production Systems” are defined as the core Application, Network, Media and provisioning servers which include Voicemail, Meet-Me Conferencing and Call Center applications and connectivity to the cores.

SD-13.9.3. Impact Levels – Defined

Section Effective Date: 10-Feb-2016

Customer shall contact AT&T and inform AT&T of an event impacting the service. At the time the Customer contacts the ACTS, ACTS will, in the exercise of its reasonable discretion, assign the event an Impact Level based on the criteria set forth below.

Impact Level - Severity 1

Issues on Production Systems that severely affect call processing or traffic for a significant number of the Customer population and require immediate corrective action. This also includes events where 911 emergency calls are not working and there is no functional workaround. Customer may specify a “Critical Lines” list, (e.g., PSAP outbound lines, Nuclear Material monitoring lines, the President’s Office) that will be treated as Severity 1 issues. A loss of Production Systems will be handled as a Severity 1 Incident.

Impact Level - Severity 2

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Issues that significantly affect operation of a Production System or administration and requires prompt attention including degradation of system performance. One or more major HVS Hospitality features are unavailable at all Customer Property sites causing and significantly impairment to service operations.

Impact Level - Severity 3

Issues that do not significantly impair the functioning of the Production System and do not significantly affect availability of basic service to Customer.

- There is a functional workaround
- Partial feature unavailability to users
- Maintenance or backup processes are significantly impacted
- Any redundant component that successfully fails over and redundancy is restored

Impact Level - Severity 4

Issues or requests that do not affect the availability or performance of the production system.

SD-13.9.4. Trouble Ticket Service Level Objective

Section Effective Date: 22-Nov-2014

Service Impact Level - Severity 1

For events reported by Customer via the telephone, ACTS will commence investigation of the reported issue within 15 minutes of receipt of such report. For events reported by Customer via the on-line ticketing system, ACTS will commence investigation of the reported issue within 30 minutes of receipt of such report. ACTS will escalate reported events to the next level of help desk support based upon the following guidelines:

- • Tier 2 to Tier 3: less than 1 hour
- • Tier 3 to Tier 4: less than 4 hours

Restoration Objective - provide restoration of service in less than 4 hours from the time Customer is notified by the ACTS the severity of the issue is Severity 1.

Service Impact Level - Severity 2

For events reported by Customer via the telephone, ACTS will commence investigation of the reported issue within one hour of receipt of such report. For events reported by Customer via the on-line ticketing system, ACTS will commence investigation of the reported issue within 2 hours of receipt of such report. ACTS will escalate reported events to the next level of help desk support based upon the following guidelines:

- Tier 2 to Tier 3: less than 4 hours
- Tier 3 to Tier 4: less than 8 hours

Restoration Objective - provide restoration of service in less than one (1) Business Day is defined as beginning from the time the event is acknowledged by ACTS and Customer is notified of the severity of the issue.

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Service Impact Level - Severity 3

For events reported by Customer via the telephone, ACTS will commence investigation of the reported issue within one Business Day of receipt of such report. For events reported by Customer via the on-line ticketing system, ACTS will commence investigation of the reported issue within 2 Business Days of receipt of such report. ACTS will escalate reported events to the next level of help desk support based upon the following guidelines:

- Tier 2 to Tier 3: as needed
- Tier 3 to Tier 4: as needed

Restoration Target: Service restoration is situation dependent. AT&T will make commercially reasonable efforts to resolve the problem promptly, but makes no commitments on resolution time.

Service Impact Level - Severity 4

For events reported by Customer via the telephone or via the on-line ticketing system, ACTS will commence investigation of the reported issue within a commercially reasonable time. Escalation:

- Tier 2 to Tier 3: Commercially Reasonable time
- Tier 3 to Tier 4: Commercially Reasonable time

Restoration/Resolution: Situation dependent - will make commercially reasonable efforts to resolve the issue or provide a response in a timely manner.

SD-13.9.5. Monitoring Notification

Section Effective Date: 22-Nov-2014

The AT&T Network Operations Center monitors all components of the HVS solution (excluding Customer owned CPE) 7x24x365. HVS includes a suite of management tools. These tools detect and document issues into the database and assigns an Incident Report (IR) number. The same Documentation, processed as Customer Reported issues, will be emailed to Customer Group Administrator. Documentation will also be emailed to designated AT&T personnel (Service Manager, Service Assurance).

These System Monitoring tools provide:

Aggregates SNMP messages;

- “Phone home” to HVS (if enabled, allows Customer staff to get SNMP alarms and server alerts);
- Local notification via email; this is an additional method of notification of
- Voice Quality Statistics
- System Performance
- Load Monitoring
- Hardware Level Monitoring

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SD-13.9.6. Hardware Support*Section Effective Date: 22-Nov-2014*

AT&T will provide support for any site terminal, edge device or gateway that is listed below.

- HVS Certified Edge Devices & Gateways
 - AudioCodes MediaPack 1xx Series Analog Gateways
 - AudioCodes Mediant 1000 Modular Gateways
 - AudioCodes Mediant 2000 Digital Gateways
 - EdgeMarc 4508 Series Appliances
 - EdgeMarc 5300 Series Appliances

- Acme Packet Session Border Controller (“SBCs”)
 - Virtual Machine Edition
 - Server Edition 25-250
 - 3820
 - 4500

- HVS Certified Terminals
 - All Aastra SIP Terminals
 - Polycom model numbers 321,331, 450, 560, 550 , 650, 670, and the VVX series IP Phones
 - Conference phones include the Polycom 6000 and 7000 series devices

AT&T will not provide support, including firmware upgrades and isolating/resolving device firmware issues, for any Device that is not purchased from AT&T. If a problem is isolated as related to non-AT&T provided Devices, AT&T will not be responsible for its repair or replacement. AT&T will refer Customer to the Device vendor for device replacement or resolution. Customer will also be given an Incident Report (IR) number that can be referenced by the vendor if additional information or consultation is required.

AT&T does not provide any Device repair or parts replacements required due to: (a) repair of AT&T provided Devices by other than AT&T or its authorized representative, (b) unauthorized modification, alteration or changes to AT&T provided Devices by other than AT&T or its authorized representative, (c) negligence or damage other than caused by AT&T or its authorized representative, (d) abuse of products other than caused by AT&T or its authorized representative, (e) Force Majeure events, (f) connection of non-compatible equipment other than by AT&T or its authorized representative, and (g) any problems induced by other than AT&T or an AT&T authorized representative.

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Changes to the AT&T provided Devices, including but not limited to repair, modification, service, additions, removal, or replacement by other than an AT&T authorized representative must be performed under the direction of an AT&T authorized representative with written preauthorization from AT&T. Any changes made to the AT&T provided terminal devices outside of this condition may void the warranty, if any, on the hardware and negate any support agreements associated with or dependent on the functionality of the specific hardware. In addition, if the result of unauthorized work requires additional service by AT&T to restore the product to operating condition, such services may be provided, at AT&T's sole discretion, at AT&T's then applicable time and materials rates and terms. If AT&T determines that it will not restore the products to such operating condition, AT&T will have no further responsibility for maintaining those products, including any otherwise applicable service level commitments, however identified. Any exceptions to these policies will only be approved on a case-by-case decision at AT&T's sole discretion.

SD-13.10. HVS Features Matrix

Section Effective Date: 22-Nov-2014

HVS Feature Package	Basic Feature Package	Premium Feature Package	Chargeable Options
Account Codes		x	
Alternate Numbers		x	
Anonymous Call Rejection		x	
Authentication	x	x	
Authorization Codes		x	
Auto Attendant		x	
Auto Attendant Greeting Recording	x	x	
Auto Callback		x	
Automatic Hold/Retrieve		x	
Barge-In Exempt		x	
Blind Call Transfer	x	x	
Call Center User – Basic			x
Call Center User – Standard			x
Call Center User – Premium			x
HVS Anywhere		x	
HVS Assistant – Enterprise		x	
HVS Receptionist – Enterprise			x
HVS Agent Client			x
HVS Supervisor Client			x

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Busy Lamp Field		x	
Call Capacity Management (Configured by SP)	x	x	
Call Forwarding Not Reachable	x	x	
Call Forwarding Always (Remote Access on Voice Portal)	x	x	
Call Forwarding Always (Ring Splash option included)	x	x	
Call Forwarding Busy	x	x	
Call Forwarding No Answer	x	x	
Call Forwarding Selective (Ring Splash option)		x	
Call Intercept Group	x	x	
Call Intercept User	x	x	
Call Notify		x	
Call Park		x	
Call Pickup		x	
Call Return	x	x	
Call Screening by Digit Patterns		x	
Call Trace	x	x	
Call Transfer	x	x	
Call Transfer with Third Party Consultation	x	x	
Call Transfer with Three-Way Consultation	x	x	
Call Waiting	x	x	
Calling Line ID Blocking	x	x	
Calling Line ID Blocking Override		x	
Calling Line ID Blocking per Call	x	x	
Calling Line ID Delivery	x	x	
Calling Line ID Delivery Enhancement (Configured by group administrator or above)	x	x	
Calling Name Delivery	x	x	
Calling Number Delivery (R17SP2)	x	x	
Cancel Call Waiting	x	x	
Charge Number	x	x	
Classmark	x	x	
Client Call Control (used for third-party clients)	x	x	
CommPilot Call Manager – Blind Call Transfer		x	

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CommPilot Call Manager – Call Hold		x	
CommPilot Call Manager – Call Transfer		x	
CommPilot Call Manager – Calling Line ID Delivery		x	
CommPilot Call Manager – Dial and Last Number Redial		x	
CommPilot Call Manager – Phone Lists (Group, Personal, Call Log)		x	
CommPilot Call Manager – Send to Voicemail		x	
CommPilot Call Manager – Three-Way Calling		x	
CommPilot Call Manager – Transfer with Consultation		x	
CommPilot Express		x	
CommPilot Group Web Portal	x	x	
CommPilot Personal Web Portal		x	
Communication Barring User-Control	x	x	
Connected Line Identification Presentation	x	x	
Connected Line Identification Restriction	x	x	
Configurable Calling Line ID	x	x	
Configurable Extension Dialing	x	x	
Configurable Feature Codes	x	x	
Consultation Hold	x	x	
Custom Ringback – Audio	x	x	
Department Administrative Layer	x	x	
Direct Inward/Outward Dialing	x	x	
Directed Call Pickup		x	
Directed Call Pickup with Barge-In		x	
Directory Number Hunting		x	
Distinctive Alert/Ringing		x	
Diversion Inhibitor		x	
Do Not Disturb (Ring Splash option)		x	
Emergency Zones	x	x	
Enhanced Equal Access Provisioning	x	x	
Enhanced Equal Access Provisioning	x	x	
Enhanced Outgoing Calling Plan		x	
Enhanced Privacy On Hold		x	

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Enterprise Voice Portal	x	x	
Extension Dialing	x	x	
External Source for Music On Hold		x	
Flash Call Hold	x	x	
Forwarded Calling Plan	x	x	
Group Resource Inventory Report	x	x	
Home Zones (Configured by SP)	x	x	
Hoteling		x	
Hunt Group Enhancement (Assigned only to Hunt Groups)	x	x	
Hunt Groups	x	x	
Immediate Voice Mail		x	
In-Call Service Activation		x	
Incoming Calling Plan	x	x	
Instant Group Call		x	
IP Phone Support		x	
Last Number Redial	x	x	
Lawful Intercept	x	x	
Lawful Intercept	x	x	
LDAP Integration	x	x	
Legacy Automatic Callback (R17SP2)		x	
Location-based Call Restrictions (R17SP2)		x	
Loudspeaker Paging	x	x	
Malicious Call Trace – Enhancement to Call Trace capabilities (Configured by system provider)	x	x	
Multipath Forwarding	x	x	
Multiple Call Arrangement		x	
Music On Hold		x	
MWI Delivery to Mobile Endpoint		x	
Network Wide Messaging		x	
N-Way Calling		x	
Outgoing Calling Plan	x	x	
Outlook Integration		x	
Parking Stations		x	

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Personalized Name and Greeting Recording (Personal)	x	x	
Physical Location	x	x	
Pre-alerting Announcement (R17SP2)		x	
Printable Group Directory	x	x	
Priority Alert/Ringing		x	
Push To Talk		x	
Remote Office		x	
Selective Call Acceptance		x	
Selective Call Rejection		x	
Sequential Ringing		x	
Series Completion	x	x	
Service Packs	x	x	
Service Scripts – Group	x	x	
Service Scripts – User	x	x	
Shared Call Appearance		x	
Shared Call Appearance - Enhanced		x	
Simultaneous Ring		x	
SIP TCP	x	x	
Soft Client Support		x	
Speed Dial 100		x	
Speed Dial 8		x	
Third-Party Voicemail MWI	x	x	
Third-Party Voicemail Support	x	x	
Three-Way Calling	x	x	
Transferred Calling Plan	x	x	
Two-Stage Dialing		x	
User-Managed Privacy		x	
Video Add-On		x	
Video Auto Attendant		x	
Video Call Intercept (Covers both user and group licenses)	x	x	
Video Call Intercept (Covers both user and group licenses)	x	x	

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Video Music On Hold		x	
Voice Portal	x	x	
Voice Portal Calling		x	
Web Portal Call Logs	x	x	
Wireless Dialing		x	

SD-14. Voice Connection

Section Effective Date: 14-Jun-2016

Effective June 13, 2016 AT&T voice connection service will no longer be available to new customers and/or contract renewals.

In order for Voice Connection to work, Customer must acquire Microsoft® Office 365 from AT&T.

Voice Connection is a seat-based service designed to interface with Microsoft Lync Online and provide voice connectivity to the PSTN. Each voice connection seat is assigned a Telephone Number, and is associated with a single Microsoft Lync Online user. Microsoft Lync is part of Microsoft Office 365 suite and must be purchased separately from Voice Connection.

Voice Connection is only available with the G.711 CODEC.

Voice Connection is only available on a limited, ICB basis.

SD-14.1. Usage and Additional Terms

Section Effective Date: 22-Sep-2014

AT&T and Microsoft may exchange information to the extent necessary for provision of AT&T Voice Connection and Microsoft Lync Online Voice. Such information may include CDRs (call detail records), QOE (quality of experience metrics), and other similar information relating to Lync Online Voice traffic to Company for billing and technical use.

Customer shall use Voice Connection Service solely within the United States. The provision of Voice Connection (and all or part of any communication functionality) may be restricted or unavailable without notice (i) to the extent deemed necessary or appropriate by Microsoft or AT&T in order to ensure compliance with applicable law or any formal, informal, or advisory rule, regulation, ruling, order, statute, notice or policy of any regulation authority, and (ii) to a conference participant that is not in the US Mainland.

SD-15. AT&T Dedicated Internet & Voice Bundle (ADIVB)

Section Effective Date: 19-Mar-2020

AT&T Dedicated Internet & Voice Bundle (ADIVB) is an Internet protocol (IP) data and voice (local and long distance) service. Customers purchasing ADIVB are provided an AT&T managed 10 Mbps, 20 Mbps, 50 Mbps, 100 Mbps, 150 Mbps, 250 Mbps, 400 Mbps, 500 Mbps,

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600 Mbps, or 1,000 Mbps Internet connection, and up to 46 Voice over IP (VoIP) Concurrent Calls.

ADIVB is available for purchase pursuant to a Service Agreement. The rates, terms, and conditions applicable to this Service are not customizable.

ADIVB is available only in the Mainland US (Not available in Alaska, Hawaii, Puerto Rico, US Virgin Islands or other territories) and is not available for resale.

ADIVB is provided via the AT&T Global MPLS Network, which is a standards-based network designed to support open protocols such as Session Initiation Protocol (SIP).

ADIVB includes the following Services and Services Components:

- AT&T Dedicated Internet* (ADI)
 - Limited to Geographic availability for ADI
 - For use with 10 Mbps, 20 Mbps, 50 Mbps, 100 Mbps, 150 Mbps, 250 Mbps, 400 Mbps, 500 Mbps, 600 Mbps, and 1,000 Mbps port speeds
- AT&T Business in a Box® Service*
 - Limited to Base Unit NextGen option
- AT&T IP Flexible Reach Calling capabilities. Except as provided below; all terms and conditions for IP Flexible Reach set forth in this Service Guide apply:
 - IP Flexible Reach - Calling Plan C only
 - 10, 15, 23, 30 or 46 Concurrent Calls
 - Only On-Time Provisioning SLA applies to ADIVB
 - Charges for the following are waived:
 - Telephone Numbers (new or ported)
 - IP Flexible Reach Installation
 - Voice Module Card (if required)

*These Services and Services Components are described in the following additional Service Guide(s), incorporated by reference, found in the AT&T Business Service Guide "Service Guide Library". Except as noted above, all terms and conditions applicable to these Services and Services Components apply.

- [AT&T Dedicated Internet \(ADI\) \(formerly known as AT&T Managed Internet Service \(MIS\)\)](#)
- [AT&T Business in a Box® Service](#)

Customer acknowledges that Customer is purchasing a bundled service that includes AT&T Dedicated Internet and IP Flexible Reach Services for a bundled rate. In the event Customer chooses to activate only one service in the bundle, AT&T will bill Customer the bundled rate

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upon activation of either service. Customer is responsible for contacting AT&T to activate the second service.

AT&T IP Toll-Free is also available on a limited basis (Controlled Introduction) as an optional add-on feature to ADIVB. During Controlled Introduction, AT&T will test and evaluate the Service to identify and correct any system-related, scaling, operational or other issues prior to its general availability. Customer subscribing to the Service during Controlled Introduction acknowledges and agrees to accept the foregoing service limitations.

Except as provided below, all terms and conditions for AT&T IP Toll-Free set forth in this Service Guide apply.

- The following features are not supported for AT&T IP Toll-Free on ADIVB:
 - IP InfoPack
 - IP Courtesy Transfer
 - IP Redirect
 - IP Alternate Destination Routing
 - Border Gateway Protocol Resiliency
- In conjunction with toll-free numbers ordered under AT&T IPTF Service, Customer must order at least one (1) AT&T Toll-Free Advanced Feature under the AT&T Toll-Free Advanced Features – Routing Feature - Feature Package II - Routing Plan Option.
 - The Monthly Recurring Charge and Installation Charges will be waived for the Toll-Free Advanced Features – Routing Feature - Feature Package II - Routing Plan Option for each Toll-Free Number ordered under AT&T IP TF Service.
 - The features under Feature Package II are the only Toll-Free Advanced Features supported with AT&T IP Toll-Free on ADIVB.
 - Customer must create a new routing plan for AT&T IP Toll-Free on ADVIB. Existing routing plans cannot be used.
 - Information on AT&T Toll-Free Advanced Features can be found in the [AT&T Toll-Free Services Service Guide](#):
- Charges for the following are waived:
 - AT&T IPTF Calling Plan G Non- Recurring Charge Dial Plan Setup Fee
 - Toll-Free Routing Arrangement (APN) Charge, Monthly Charge Per Site
 - AT&T Toll-Free Advanced Features – Routing Feature - Feature Package II - Routing Plan Option

Cross References

[P-6.6. AT&T IP Toll-Free Rates](#)

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Service Level Agreements (SLA)

SLA-1. General AT&T BVoIP SLA Terms

SLA-1.1. Credit Request Process

Section Effective Date: 31-Aug-2011

AT&T has established service level objectives for services within the AT&T BVoIP portfolio. While AT&T cannot guarantee that these service level objectives will always be met, Customer may become eligible for a credit when they are not met, subject to the terms and conditions below.

In order to receive a credit under an AT&T BVoIP SLA, Customer must (a) have a trouble ticket opened and the trouble resolved, and (b) submit the credit request via the AT&T BusinessDirect® portal (<https://www.businessdirect.att.com>) no later than six (6) months after the date listed on the trouble ticket that indicates that the trouble was resolved.

SLA-1.2. SLA Exclusions

Section Effective Date: 09-Sep-2015

AT&T is not responsible for failure to meet a service level objective resulting from:

- the conduct of Customer or Users of AT&T BVoIP services;
- the failure or deficient performance of power, equipment, services or systems not provided by AT&T;
- service interruptions, deficiencies, degradations or delays due to access lines or Customer Premises Equipment whether provided by AT&T or others (except as specifically provided in a particular SLA);
- service interruptions, deficiencies, degradations or delays during any period in which AT&T or its agents are not afforded access to the premises where access lines associated with the AT&T transport service are terminated or AT&T CPE is located;
- service interruptions, deficiencies, degradations or delays during any period when a Service Component is removed from service for maintenance or rearrangement purposes or for the implementation of a Customer order;
- service interruptions, deficiencies, degradations or delays due to Customer's failure to order sufficient Concurrent Call paths or Underlying Transport Services bandwidth;
- Customer's election not to release a Service Component for testing and/or repair and continued use of the Service Component;
- failures in performance attributed to changes with any applicable foreign government or PTT regulations such as the PTT hours of operation;
- failures in performance caused by any national or local holiday; or
- Force Majeure Conditions.

In addition, AT&T BVoIP SLAs do not apply:

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- if Customer is entitled to other available credits, compensation or remedies under its Service Agreement for the same service interruption, deficiency, degradation or delay;
- for service interruptions, deficiencies, degradations or delays not reported by Customer to AT&T as required;
- where Customer reports an SLA failure, but AT&T does not find any SLA failure;

The Call Quality SLA does not apply:

- to Customer's use of Real-Time Transport Control Protocol (RTCP) incompatible PBX and Handsets;
- if insufficient data is received from the VQM, as determined by AT&T, to calculate the VoIP R-Factor;
- if Customer or User software or equipment:
 - changes the compression coding (e.g., from G.711 to G.729 in the middle of a call); or
 - interferes with Real-Time Transport Control Protocol ("RTCP"); or
- during IAR, BGP-R or other failover feature activations.

Use of Alternate Service

If Customer elects to use another means of communications during the period of interruption, Customer is solely responsible for the alternate communication service and any charges related to such.

SLA-2. Site Availability SLA

Section Effective Date: 07-May-2014

The Site Availability SLA is available only in the US.

The service level objective for the Site Availability SLA is that no problem occurring within the AT&T IP Network, the AT&T CPE, or any AT&T dedicated access providing service to the Site will prevent Customer from completing attempted VoIP telephone calls (within the applicable Concurrent Call capacity at the location) for a period that lasts two consecutive hours or more. If AT&T does not meet this service level objective, Customer may be entitled to a Site Availability SLA credit equal to 1/30th of Customer's Covered AT&T VoIP Monthly Charges at the affected Site for each such incident. The Site Availability SLA does not apply to Remote Sites or to Voice Connection.

For the Site Availability SLA, Customer may receive:

- only one credit for any calendar day for a particular Site;
- no more than five credits in any calendar month for a particular Site; and
- no more than thirty credits in any calendar year for a particular Site.

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SLA-2.1. Site Availability SLA-Eligible Charges

Section Effective Date: 27-Jun-2015

Site Availability SLA-eligible Monthly Recurring Charges are:

- VoIP Module Card Charge
- Calling Plan Concurrent Call Charge
- Telephone Number Charge
- VoIP Adapter – TDM Charge
- VoIP Adapter – SBC Integrated Charge
- AT&T Voice DNA® Feature Package Charge
- AT&T Voice DNA® Features Charge
- For AT&T Voice DNA on AT&T VPN Service only, VoIP Demarc/Site Survivability Charge.
- HVS Feature Package Charge

SLA-2.2. Site Availability SLA – Participating Countries

Section Effective Date: 10-Oct-2014

Site Availability SLA Participating Countries

United States (US Mainland only)

SLA-3. Call Quality SLA

Section Effective Date: 28-Feb-2017

The Call Quality SLA is only available at an AT&T IP Flexible Reach or AT&T IP Toll-Free service Site in the United States and in participating countries that meets the following qualifications:

SLA Site Criteria:

- Must use AT&T VPN or ADI as the underlying Transport Service;
- Must have RTCP activated at each site*, which must remain active at all times – RTCP activation is a Customer responsibility; and

*AT&T does not measure performance data outside of its network (as an example, for an Off-net call, AT&T only measures call performance data from the Customer Site to the Media Gateway, which is where the hand off to the PSTN network occurs),

- Site has been actively in-use (calls made to or from the Site) for a minimum of 60 calendar days prior to the calendar month for which SLA credits are requested.
- Site uses AT&T provided IP addresses (non- customer provided IP address)

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- A minimum of 30 calls (each call being 15 seconds or longer) must have originated from, and/or terminated to, the Site during the calendar month; and
- Customer's trouble ticket for the Site must be opened within 90 days from the date the trouble occurred.
- The Call Quality SLA is solely based on VoIP R-Factor scores from the International Telecommunications Union's ITU-T G.107 standard - <https://www.itu.int/rec/T-REC-G.107-201402-S/en>

Cross References

[SD-5.9. AT&T IP Flexible Reach Deployment Services Statement of Work](#)

[SD-5.9.8.2. Customer Responsibilities for AT&T VPN Service](#)

SLA-3.1. Call Quality SLA: Service Level Objectives

Section Effective Date: 27-Sep-2016

AT&T's VoIP R-Factor service level objective is an R-Factor score of 70 or above for 95% of calls at a single Qualifying Site (defined below) during a calendar month, for the following types of calls:

Calls lasting less than 15 seconds are not included in VoIP R-Factor performance calculations.

SLA-3.2. Call Quality Service Level Agreement Credits

Section Effective Date: 22-Sep-2016

Customer may be eligible for a Call Quality SLA credit if AT&T fails to attain its monthly VoIP R-Factor service level objective at a Site, based upon data received from the NB VQM or VoIP Adapter - TDM, as applicable at that Site. The VoIP R-Factor Service Level Objective is 70 for 95% or more of calls per Qualifying Site per month.

For the Call Quality SLA, Customer may receive:

- Only one credit for any calendar Month for a particular Site, per service; and
- No more than 12 credits in any calendar year for a particular Site, per service.

Subject to the foregoing credit caps, IP Flexible Reach Customers may receive 5% of eligible charges; IP Toll-Free, customers may receive 1% of eligible charges.

SLA-3.3. Call Quality SLA-Eligible Charges

Section Effective Date: 22-Sep-2016

IP Flexible Reach: Monthly Recurring Charges

IP Toll-Free: Usage Charges

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SLA-3.4. Call Quality SLA: Participating Countries

Section Effective Date: 16-Nov-2015

AT&T IP Flexible Reach Call Quality SLA Participating Countries			
Argentina	Estonia	Latvia	Singapore
Australia	Finland	Lithuania	Slovakia
Austria	France	Luxembourg	Slovenia
Belgium	Germany	Mexico	South Africa
Brazil	Greece	Netherlands	Spain
Bulgaria	Hong Kong	New Zealand	Sweden
Canada	Hungary	Norway	Switzerland
Chile	Ireland	Peru	Taiwan
Colombia	Italy	Poland	United Kingdom
Cyprus	Japan	Portugal	United States (US Mainland only)
Czech Rep	South Korea	Romania	Venezuela
Denmark			

AT&T IP Toll-Free Call Quality SLA Participating Countries
Available where IP Toll-Free is available. See your AT&T sales representative for availability.

SLA-4. On-Time Provisioning SLA

Section Effective Date: 28-Feb-2017

The On-Time Provisioning SLA is available only for AT&T IP Flexible Reach Sites provisioned on ADI circuits designated as "AT&T Ready." "AT&T Ready" means an ADI Circuit is installed and operational, and is ready to accept AT&T IP Flexible Reach service.

SLA-4.1. On-Time Provisioning SLA Service Level Objectives

Section Effective Date: 28-Feb-2017

AT&T will notify Customer when the ADI circuit is designated "AT&T Ready," and will provision the IP Flexible Reach Service within 30 calendar days.

SLA-4.2. On-Time Provisioning SLA Credits

Section Effective Date: 28-Feb-2017

If AT&T does not meet this performance objective for On-Time Provisioning of AT&T IP Flexible Reach on ADI, Customer will be entitled to a one time AT&T IP Flexible Reach On-Time

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Provisioning SLA credit equal to one month's discounted monthly recurring charge for the AT&T IP Flexible Reach Service site not installed on time, after the installation is completed.

SLA-4.3. On-Time Provisioning SLA Additional Exclusions

Section Effective Date: 28-Feb-2017

The On-Time Provisioning SLA does not apply:

- For ADI circuits that do NOT qualify for the ADI On-Time Provisioning SLA
- When AT&T IP Flexible Reach and ADI are ordered separately;
- When ADI is not designated "AT&T Ready;"
- When Customer delays provisioning interval for any reason.
- Orders for sites outside of the AT&T 21-state footprint (AR, CA, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI, GA, FL, SC, NC, LA, MS, TN, AL, KY.).
- To Expedited Service orders.

These On-Time Provisioning SLA exclusions are in addition to the SLA exclusions listed above.

Cross References

[SLA-1.2. SLA Exclusions](#)

SLA-4.4. On-Time Provisioning SLA – Participating Countries

Section Effective Date: 28-Feb-2017

AT&T IP Flexible Reach on ADI

On-Time Provisioning SLA Participating Countries/states

US Mainland, AT&T 21-State footprint:

AR, CA, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI, GA, FL, SC, NC, LA, MS, TN, AL, KY.

Pricing (P)

P-1. Location of United States and Most of World Rates

Section Effective Date: 05-Mar-2013

Rates and charges for AT&T IP Flexible Reach and AT&T IP Toll-Free Sites located in Most of World are described in the local country Schedule of Charges located on AT&T BusinessDirect®. Rates and charges for AT&T BVoIP Sites located in the United States are described below in section P-6.

Cross References

[P-6. United States Rates and Charges](#)

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P-2. General Charges and Fees*Section Effective Date: 16-Apr-2011*

Rates and charges specified in this Service Guide are subject to change.

Additional rates, charges and fees are set forth in the General Charges and Fees section of the General Provisions.

P-3. Calling Plans*Section Effective Date: 15-May-2012*

Customer must select a BVoIP Calling Plan for each AT&T BVoIP Site. There is Monthly Recurring Charge Associated with each Calling Plan except Calling Plan G.

P-4. Feature Packages*Section Effective Date: 30-Mar-2012*

Customer must select one of the following Feature Packages for each station at a Site. These Feature Packages and the Optional features will be charged a Monthly Recurring charge.

- AT&T Voice DNA Standard Feature Package
- AT&T Voice DNA Enhanced Feature Package
- AT&T Voice DNA Premium Feature Package
- AT&T Voice DNA Audio Conferencing option
- AT&T Voice DNA Call Distribution Module option
- AT&T Voice DNA Auto Attendant option

P-5. Discounts*Section Effective Date: 06-Dec-2007*

All charges associated with AT&T BVoIP Service are eligible for discounts. The applicable discounts are listed on the Pricing Schedule associated with the Customer's AT&T BVoIP Service.

Where a Pricing Schedule does not list a discount for a particular rate element, or where a rate element is added to Customer's account after execution of a Pricing Schedule and no discount is listed for the new element on the Pricing Schedule, no discount applies.

P-6. United States Rates and Charges**P-6.1. United States Schedule of Charges***Section Effective Date: 16-Apr-2011*

This Pricing Section P-6.1 constitutes the United States Schedule of Charges. For rates and charges in other countries, please consult AT&T BusinessDirect® local country Schedules of Charges.

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P-6.2. Basic Charges

P-6.2.1. VoIP Module Card (ADI or ADI with MPLS PNT Transport Only)

Section Effective Date: 28-Feb-2017

The VoIP Module Card charge is per Concurrent Call per Customer BVoIP Site. The monthly recurring charge varies depending upon the total number of Concurrent Calls identified for the Customer BVoIP Site, as shown in the VoIP Module Card Concurrent Call Charges Table.

P-6.2.1.1. Rate Table BVOIP-VOIP-MC: VoIP Module Card Concurrent Call Charges

Section Effective Date: 22-Sep-2006

Rate Table BVOIP-VOIP-MC: VoIP Module Card Concurrent Call Charges		
Charge per Concurrent Call, per Site	Monthly Recurring Charge	Non-Recurring Charge
Up to 12 Concurrent Calls	\$15.00	
Over 12 Concurrent Calls	\$10.00	

P-6.2.2. Rate Table BVOIP-ADAPTER-TDM: VoIP Adapter Charges

Section Effective Date: 22-Aug-2014

Rate Table BVOIP-ADAPTER-TDM: VoIP Adapter Charges		
Description	Monthly Recurring Charge, per Concurrent Call	Non-Recurring Charge, per Site
VoIP Adapter - TDM	\$10.00	\$250.00

P-6.2.3. Rate Table BVOIP-ADAPTER-SBC: VoIP Adapter Charges

Section Effective Date: 22-Nov-2014

Rate Table BVOIP-ADAPTER-SBC: VoIP Adapter Charges		
Description	Monthly Recurring Charge, per Concurrent Call	Non-Recurring Charge, per Site
VoIP Adapter - SBC Integrated	\$4.00	\$250.00

P-6.2.4. NB VQM Charge

Section Effective Date: 27-Jun-2015

There is no charge for NB VQM.

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P-6.2.5. Rate Table BVOIP-DP-SF: BVoIP Dial Plan Setup Fee

Section Effective Date: 18-Oct-2009

Rate Table BVOIP-DP-SF: BVoIP Dial Plan Setup Fee	
Charge Per Site	Non-Recurring Charge
LD Only - Calling Plan A	\$250.00
Local and LD - Calling Plan B	\$250.00
Local and LD Package - Calling Plan C	\$250.00
AT&T IPTF Calling Plan G	\$1,800.00

P-6.2.6. Rate Table BVOIP-CP-C: BVoIP Calling Plan Charge

Section Effective Date: 18-Oct-2009

Rate Table BVOIP-CP-C: BVoIP Calling Plan Charge	
Charge per Concurrent Call per Site	Monthly Recurring Charge
LD Only - Calling Plan A	\$20.00
Local and LD - Calling Plan B	\$30.00
Local and LD Package - Calling Plan C	\$70.00
IPTF Calling Plan G	\$0.00

P-6.3. Additional Charges

P-6.3.1. Rate Table BVOIP-APN: Routing Arrangement Charge

Section Effective Date: 18-Oct-2009

Rate Table BVOIP-APN: Routing Arrangement Charge	
Charge Per BVoIP Toll-Free APN	Monthly Recurring Charge
Routing Arrangement Calling Plan G	Temporarily Waived

P-6.3.2. Telephone Number Charges

P-6.3.2.1. Rate Table BVOIP-TN-C: BVoIP Telephone Number Charge

Section Effective Date: 25-Sep-2008

Rate Table BVOIP-TN-C: BVoIP Telephone Number Charge	
Charge per BVoIP Telephone Number	Monthly Recurring Charge
Local and LD - Calling Plan B	\$0.30

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Rate Table BVOIP-TN-C: BVoIP Telephone Number Charge	
Charge per BVoIP Telephone Number	Monthly Recurring Charge
Local and LD Package - Calling Plan C	\$0.30
Local and LD Package - Calling Plan E	\$0.30

P-6.3.2.2. Virtual Telephone Number Charges

Section Effective Date: 30-Mar-2011

If a BVoIP telephone number is a VTN, additional charges may apply.

P-6.3.2.3. AT&T IP Flexible Reach TN Porting Expedite Charges

Section Effective Date: 10-Oct-2014

Customer may request a porting interval that is shorter than the standard interval provided by the carrier currently holding the Telephone Numbers. A one-time charge per expedite request applies.

P-6.3.2.3.1. Rate Table FLEX-PORT-EX: AT&T IP Flexible Reach Porting Expedite Charges

Section Effective Date: 10-Oct-2014

Rate Table FLEX-PORT-EX: AT&T IP Flexible Reach Porting Expedite Charges				
Business Days	1-99 Telephone Numbers	100-999 Telephone Numbers	1000-1999 Telephone Numbers	2000+ Telephone Numbers
Same Day	\$4,000.00	\$5,000.00	\$5,000.00	\$5,000.00
1	\$3,500.00	\$4,500.00	\$5,000.00	\$5,000.00
2	\$3,000.00	\$4,000.00	\$5,000.00	\$5,000.00
3	\$2,500.00	\$3,500.00	\$4,500.00	\$5,000.00
4	\$2,000.00	\$3,000.00	\$4,000.00	\$4,500.00
5	\$1,500.00	\$2,500.00	\$3,500.00	\$4,000.00
6	\$1,500.00	\$2,000.00	\$3,000.00	\$3,500.00
7	\$1,500.00	\$1,500.00	\$2,500.00	\$3,000.00
8	\$1,500.00	\$1,500.00	\$2,000.00	\$2,500.00
9	\$1,500.00	\$1,500.00	\$1,500.00	\$2,000.00
10	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00

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P-6.3.3. AT&T IP Flexible Reach Enhanced Features Package

Section Effective Date: 19-Aug-2015

Customers with an active AT&T IP Flexible Reach contract may order the AT&T IP Flexible Reach Enhanced Features Package at the rates specified in the table immediately below.

P-6.3.3.1. Rate Table BVOIP-IPFR-EFP: AT&T IP Flexible Reach Enhanced Features Package Charges

Section Effective Date: 19-Aug-2015

Rate Table BVOIP-IPFR-EFP: AT&T IP Flexible Reach Enhanced Features Package Charges	
Charge per Service Component	Monthly Recurring Charge, per Concurrent Call
AT&T IP Flexible Reach Enhanced Features Package-includes the Customer Portal	\$2.00

P-6.3.4. Rate Table BVOIP-VC: Voice Connection Charges

Section Effective Date: 07-May-2014

Rate Table BVOIP-VC: Voice Connection Charges		
Charge per Seat	Monthly Recurring Charge	Non-Recurring Charge
Voice Connection	ICB	ICB

P-6.3.5. Rate Table: BVOIP-TC-NRC-BVOIP Testing – Non-Recurring Charge

Section Effective Date: 15-Aug-2017

Rate Table BVOIP-TC-NRC: BVOIP Testing - Non-Recurring Charge	
Description	Non-Recurring Charge
BVOIP Testing	\$1,500.00

Cross References

[SD-1.11. BVOIP Testing](#)

[SD-13. Hosted Voice Services](#)

P-6.4. AT&T Voice DNA Charges

Cross References

[SD-10.3. AT&T Responsibilities – Remote Worker Deployment Services](#)

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P-6.4.1. Rate Table BVOIP-VDNA-SF: AT&T Voice DNA Setup Fee

Section Effective Date: 15-Jan-2012

Rate Table BVOIP-VDNA-SF: AT&T Voice DNA Setup Fee			
Charge per Site	Monthly Recurring Charge	Non-Recurring Charge	Notes
AT&T Voice DNA Setup Fee		\$250.00	<SF>
Notes: <SF>			

P-6.4.2. Rate Table BVOIP-VDNA-F: AT&T Voice DNA Features

Section Effective Date: 05-Mar-2013

Rate Table BVOIP-VDNA-F: AT&T Voice DNA Features		
Charge per Quantity at a Site	Monthly Recurring Charge	Non-Recurring Charge
Standard Feature Package	\$49.00	
Enhanced Feature Package	\$54.00	
Premium Feature Package	\$59.00	
Audio Conferencing	\$12.50	
Call Distribution Module	\$56.00	
Auto Attendant (Per Simultaneous Call)	\$12.50	\$500.00
Voice Demarc / Site Survivability	\$75.00	\$100.00

P-6.4.3. Rate Table BVOIP-VDNA-RW: AT&T Voice DNA Remote Worker/Remote Site Charges

Section Effective Date: 24-Jul-2019

Rate Table BVOIP-VDNA-RW: AT&T Voice DNA Remote Worker/Remote Site Charges		
Charge per Service Component	Monthly Recurring Charge	Non-Recurring Charge
Home Office Router with QoS AT&T VPN Gateway Standard	\$10.00	
Home Office Router with QoS and Single Voice Tunnel AT&T VPN Gateway Standard	\$30.00	

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Rate Table BVOIP-VDNA-RW: AT&T Voice DNA Remote Worker/Remote Site Charges		
Charge per Service Component	Monthly Recurring Charge	Non-Recurring Charge
Small Office Router with QoS AT&T VPN Gateway High End	\$20.00	
Home Office Router with QoS with QoS and Single Voice Tunnel AT&T VPN Gateway High End or Cisco	\$40.00	

P-6.4.4. Rate Table BVOIP-VDNA-SB: AT&T Voice DNA for Small Business Site Charges

Section Effective Date: 30-Sep-2011

Rate Table BVOIP-VDNA-SB: AT&T Voice DNA for Small Business Site Charges		
Charge per Service Component	Monthly Recurring Charge	Non-Recurring Charge
AT&T Voice DNA for Small Business service Setup Fee (per site)**		\$100.00
Standard Feature Package - Calling Plan B (per station) ***	\$35.00	
Premium Feature Package - Calling Plan B (per station) ***	\$40.00	
Standard Feature Package - Calling Plan E (per station)	\$45.00	
Premium Feature Package - Calling Plan E (per station)	\$50.00	
Auto Attendant (Included in Premium Feature Package MRC)***		
AT&T Voice DNA for Small Business service Installation Charge - includes 5 inside wire jacks (per site)**		\$300.00
Additional Inside Wire Jacks (per jack)		\$125.00
Polycom 331* (purchase price each, includes power supply and 2yr warranty)		\$85.00
Polycom 650* (purchase price each, includes power supply and 2yr warranty)		\$220.00
Polycom 650 Expansion Module		\$123.00
Edgewater 200 IAD ATA		\$170.00
Edgewater 250 IAD***		\$150.00

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Rate Table BVOIP-VDNA-SB: AT&T Voice DNA for Small Business Site Charges		
Charge per Service Component	Monthly Recurring Charge	Non-Recurring Charge
VDNA SB Early Termination Penalty (per site)		\$400.00
Notes:		
*	Includes applicable manufacturer's warranty	
**	For 2 and 3 year term contracts, both AT&T Voice DNA for Small Business service installation charge and the Voice DNA for Small Business service Setup Fee will be waived.	
***	Where applicable	

P-6.4.5. AT&T Voice DNA, AT&T Voice DNA Remote Worker Deployment Service

Section Effective Date: 16-Apr-2011

Charges for Deployment Services assume one (1) hour per station for the Deployment Services which are included in the per Site Base Price Charge listed below. If a Deployment Service requires more than one (1) hour per station to complete, the applicable Hourly rate below will apply.

All taxes and applicable fees are the responsibility of Customer and have not been included in the prices specified in this Service Guide. All prices are in United States dollars.

AT&T will invoice the Service Charges upon Acceptance by Customer as defined in the "Acceptance/Approval" sub-section of the Deployment Services Statement of Work. Customer will be invoiced by AT&T on a monthly basis, and the invoice will cover Accepted Services performed during the previous calendar month.

AT&T may incur charges for shipping of Equipment to Customer's premises and Customer is liable for payment of those charges and any associated fees. The pass-through charges will be billed to Customer as a separate line item on the Customer's monthly invoice that is rendered to Customer after the charges are incurred by AT&T.

EXPEDITE CHARGE: If Customer changes the Site Equipment Installation date, Customer will permit AT&T five (5) full business days lead time to allow for Project planning and resource rescheduling time. If less than five (5) full business days lead time is provided by Customer, an Expedite Charge will be applied to that Site.

RESCHEDULE/CUSTOMER BVOIP SITE CANCELLATION CHARGE: A Reschedule or Site cancellation Charge will apply to any Site rescheduled or cancelled by Customer within a time period that is less than three (3) business days before the scheduled Equipment Installation date as indicated in the Project Timeline.

CUSTOMER NOT READY: AT&T will track Customer-Not-Ready occurrences ("Customer Not Ready") and notify the Customer Site Contact or Project Manager. Customer may incur a Customer Not Ready charge each time AT&T is unable to perform scheduled on-Site work related to a Work Order that causes AT&T to re-dispatch an AT&T on-Site technician. Causes may include, but are not limited to: 1) lack of physical access to the Site; 2) Local Site Contact

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not available to assist with the installation; 3) the Customer provided inside wiring is not operational; and/or 4) Lack of adequate power and environmental conditions as specified by equipment manufacturer. This Charge will be assessed on a per incident basis.

INSTALLATION COORDINATION: An Installation Coordination charge will be applied on a per order, per Site basis.

Cross References

[SD-10.3. AT&T Responsibilities – Remote Worker Deployment Services](#)

[P-6.6.2. Rate Table BVOIP-IPTF-2: Intrastate \(Inter- and IntraLATA\) IP Toll-Free Usage Pricing](#)

[P-6.6.5. Rate Table BVOIP-IPTF: Canada to US IP Toll-Free Usage Pricing](#)

P-6.4.5.1. AT&T Voice DNA Deployment Services per Site

Section Effective Date: 16-Apr-2011

AT&T Voice DNA Deployment Services per Site; includes the following:

- Project Management
- Site Survey & Network Assessment
- Staging & Delivery of LAN elements
- Configuration and installation of IP phones up to 2 switches, 1 firewall, 1 DHCP server and 2 IADs (please reference Appendix B of the SOW for supported switches, IAD's DHCP servers and firewalls)
- Administrative Support Services
- Test and Turn-up
- Training
- Thirty Day Service Confirmation Period
- Travel (up to 3 visits within 45 miles of major metropolitan markets). See Travel Expense Description below in the Miscellaneous Charges section

Service Charges per Site are determined by adding the Base Price to the number of Handsets multiplied by the Per Handset Charge.

P-6.4.5.1.1. Rate Table BVOIP-VDNA-BHS: AT&T Voice DNA Deployment Services – Base and Handset

Section Effective Date: 27-Jan-2010

Rate Table BVOIP-VDNA-BHS: AT&T Voice DNA (ServiceMark) Deployment Services - Base and Handset		
Charge per Service Component	Base Price, per Site	Per Handset
1 - 25 stations	\$1,200.00	\$76.00
26 - 50 stations	\$1,452.00	\$74.00

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Rate Table BVOIP-VDNA-BHS: AT&T Voice DNA (ServiceMark) Deployment Services - Base and Handset		
Charge per Service Component	Base Price, per Site	Per Handset
51 - 100 stations	\$2,280.00	\$73.00
101 - 150 stations	\$3,540.00	\$69.00
151 - 200 stations	\$4,044.00	\$66.00
201 - 250 stations	\$5,339.81	\$60.00
251 - 500 stations	\$7,268.00	\$58.00
501+ stations	\$9,085.00	\$56.00

P-6.4.5.1.2. Rate Table BVOIP-VDNA-OSC: Voice DNA Deployment Optional Services Charges

Section Effective Date: 01-May-2009

Rate Table BVOIP-VDNA-OSC: Voice DNA Deployment Optional Services Charges	
Optional Services	Charges
Managed Router Installation, per Site, includes up to two (2) hours onsite service performed during Standard Business Hours	\$240.00
Voice AT&T Voice DNASM and Remote Worker Maintenance Services (1 – 25 IP Phones); includes Remote Administration and Troubleshooting, Standard Business Hours; includes 10 incidents good for one year.	\$1,544.00
AT&T Voice DNASM and Remote Worker Maintenance Services (26 – 50 IP Phones); includes Remote Administration and Troubleshooting, Standard Business Hours; includes 15 incidents good for one year.	\$1,980.00
Voice AT&T Voice DNASM and Remote Worker Maintenance Services (51- 200) ; includes Remote Administration and Troubleshooting, Standard Business Hours; includes 20 incidents good for one year.	\$2,520.00
AT&T Voice DNASM and Remote Worker Maintenance Services (201+) ; includes Remote Administration and Troubleshooting, Standard Business Hours; includes 30 incidents good for one year.	\$3,780.00
Detailed LAN Assessment, per Site, includes up to two (2) hours onsite service performed during Standard Business Hours	\$394.80
Additional Training Services – 2 hour online training class for Remote Worker Standalone / Remote Worker Corporate, per class	\$240.00
Additional IAD – Cisco 186 Installation of additional Cisco 186 IAD (per additional IAD beyond 2 provided with Site), performed during Standard Business Hours	\$90.00
Additional IAD – Cisco VG224 Installation of additional Cisco VG224 IAD (per additional IAD beyond 2 provided with Site), performed during Standard Business Hours	\$288.00

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Rate Table BVOIP-VDNA-OSC: Voice DNA Deployment Optional Services Charges	
Optional Services	Charges
Additional Firewall Installation of additional Firewall (per additional Firewall beyond 1 provided with Site), performed during Standard Business Hours	\$288.00
Additional Switch Installation of additional Switch (per additional Switch beyond 2 provided with Site), performed during Standard Business Hours	\$144.00
Data VPN-First VPN tunnel (Site to Site or Remote) Installation of first VPN tunnel (Site to Site or Remote), includes opening/defining up to 10 specific ports on the firewall, performed during Standard Business Hours. Single Remote tunnels can support multiple users.	\$360.00
Data VPN-Incremental Site to Site VPN Tunnel Installation of additional Site to Site Data VPN tunnel, includes opening/defining up to 10 specific ports on the firewall, performed during Standard Business Hours.	\$360.00
Data VPN-Incremental Remote VPN Tunnel Installation of additional Remote Data VPN tunnel, includes opening/defining up to 10 specific ports on the firewall, performed during Standard Business Hours. Single Remote tunnels can support multiple users	\$180.00

P-6.4.5.2. AT&T Voice DNA Deployment Services per Site Outside Standard Business Hours

Section Effective Date: 16-Apr-2011

AT&T Voice DNA Services per Site if performed outside of Standard Business Hours includes the following:

- Project Management
- Site Survey & Network Assessment
- Staging & Delivery of LAN elements
- Configuration and installation of IP phones up to 2 switches, 1 firewall, 1 DHCP server, and 2 IAD's (please reference Appendix B of this SOW for supported switches, IAD's DHCP servers and firewalls)
- Administrative Support Services
- Test and Turn-up
- Training
- AT&T Travel means up to 3 visits within 45 miles of major metropolitan markets. Additional description and information is provided in the Miscellaneous Charges Section of this Service Guide.

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P-6.4.5.2.1. Rate Table BVOIP-VDNA-OSBH: AT&T Voice DNA Deployment Services per Site Outside Standard Business Hours Pricing

Section Effective Date: 01-May-2009

Rate Table BVOIP-VDNA-OSBH: AT&T Voice DNA Deployment Services per Site Outside Standard Business Hours Pricing	
Additional Charge per Hour worked outside Standard Business Hours	Hourly Charge
Monday - Friday, excluding national holidays	\$72.00
Saturday, Sunday and national holidays	\$144.00

P-6.4.5.3. Remote Worker – Tele-Installation with AT&T Voice DNA Hub Site – Professional Services per Site

Section Effective Date: 16-Apr-2011

Remote Worker - Tele-Installation with AT&T Voice DNA Hub Site - Professional Services per Site; includes the following:

- Project Management;
- User Provisioning/ AT&T Voice DNA Configuration;
- Equipment (IP Phone and/or ATA) Staging and Configuration; and
- Equipment Tele-Installation (includes up to ½ hour per Site).

P-6.4.5.3.1. Rate Table BVOIP-VDNA-RWPS: Remote Worker – Tele-Installation with AT&T Voice DNA Hub Site – Professional Services per Site Pricing

Section Effective Date: 30-Apr-2009

Rate Table BVOIP-VDNA-RWPS: Remote Worker - Tele-Installation with AT&T Voice DNA Hub Site - Professional Services per Site Pricing	
Charge per Service Component	Per Handset
1 - 25 Stations	\$41.81
26 - 50 Stations	\$41.81
51 - 100 Stations	\$41.81
101 - 150 Stations	\$40.68
151 - 200 Stations	\$39.55
201 - 250 Stations	\$39.55
251 - 500 Stations	\$37.62
501+ Stations	\$37.62

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P-6.4.5.4. Remote Worker/Remote Site – Tele-Installation without AT&T Voice DNA Hub Site – Professional Services per Site

Section Effective Date: 30-Mar-2012

Remote Worker/Remote Site - Tele-Installation without AT&T Voice DNA® Hub Site - Professional Services per Site; includes the following:

1. Project Management
2. User Provisioning \ AT&T Voice DNA® Configuration
3. Equipment (IP Phone and/or ATA) Staging and Configuration
4. Equipment Tele-Installation (includes up to ½ hour per site)

P-6.4.5.4.1. Remote Worker/Remote Site – Tele-Installation without AT&T Voice DNA Hub Site – Professional Services per Site Pricing

Section Effective Date: 16-Apr-2011

In the matrix below, Service Charges per Site are calculated by adding the Base Price to the number of Handsets multiplied by the Per Handset Charge.

P-6.4.5.4.1.1. Rate Table BVOIP-VDNA-RWRS: Remote Worker/Remote Site – Tele-Installation without AT&T Voice DNA Hub Site – Professional Services per Site Pricing

Section Effective Date: 30-Apr-2009

Rate Table BVOIP-VDNA-RWRS: Remote Worker/Remote Site - Tele-Installation without AT&T Voice DNA Hub Site - Professional Services per Site Pricing		
Charge per Service Component	Base Price	Per Handset
1 - 25 Stations	\$273.28	\$41.07
26 - 50 Stations	\$478.24	\$41.07
51 - 100 Stations	\$682.08	\$41.07
101 - 150 Stations	\$887.04	\$39.96
151 - 200 Stations	\$1,082.25	\$38.50
201 - 250 Stations	\$1,351.98	\$38.50
251 - 500 Stations	\$1,675.30	\$36.30
501+ Stations	\$2,323.88	\$35.97

P-6.4.5.5. Remote Worker – Tele-Installation – Additional Handsets

Section Effective Date: 30-Apr-2009

Remote Worker - Tele-Installation – Additional Handsets (per additional Station beyond 1 provided with Site) Professional Services per additional handset; includes the following:

1. Project Management

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2. User Provisioning \ AT&T Voice DNASM Configuration
3. Equipment (IP Phone and/or ATA) Staging and Configuration
 - Equipment Tele-Installation (includes up to ¼ hour per additional station)

P-6.4.5.5.1. Rate Table BVOIP-VDNA-RWAH: Remote Worker – Tele-Installation – Additional Handsets Pricing

Section Effective Date: 01-May-2009

Rate Table BVOIP-VDNA-RWAH: Remote Worker - Tele-Installation - Additional Handsets Pricing	
Charge per Additional Handset	
	\$28.60

P-6.4.5.6. Rate Table BVOIP-VDNA-DHR: Voice DNA Deployment Hourly Rates

Section Effective Date: 01-May-2009

Rate Table BVOIP-VDNA-DHR: Voice DNA Deployment Hourly Rates	
Description	Hourly Rates
Hourly rate; Standard Business Hours; billed in fifteen (15) minute increments	\$144.00
Hourly rate; Non Standard Business Hours with the exceptions of Saturday, Sunday and holidays; billed in fifteen (15) minute increments	\$216.00
Hourly rate, Non Standard Business Hours, Saturday, Sunday and holidays; billed in fifteen (15) minute increments	\$288.00

P-6.4.5.7. Rate Table BVOIP-VDNA-DCR: Voice DNA Deployment Cabling Rate

Section Effective Date: 01-May-2009

Rate Table BVOIP-VDNA-DCR: Voice DNA Deployment Cabling Rate	
Description	Charges
Cabling (1st cable): includes up to one labor hour, 150ft of CAT5 cable, (1) RJ-45 surface mount jack, and (1) RJ-45 modular plug, installed at the same time .	\$294.60
Cabling (Each Additional): includes up to one labor hour, 150ft of CAT5 cable, (1) RJ-45 surface mount jack, and (1) RJ-45 modular plug, installed at the same time as Equipment installation.	\$180.00
Cabling Hourly rate: Standard Business Hours; billed in fifteen (15) minute increments with a two hour minimum per dispatch, for cabling performed on a separate Site visit.	\$120.00
Cabling Hourly rate; Non Standard Business Hours with the exceptions of Saturday, Sunday and holidays; billed in fifteen (15) minute increments with a two hour minimum per dispatch, for cabling performed on a separate Site visit.	\$162.00

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Rate Table BVOIP-VDNA-DCR: Voice DNA Deployment Cabling Rate	
Description	Charges
Cabling Hourly rate, Non Standard Business Hours, Saturday, Sunday and holidays; billed in fifteen (15) minute increments with a two hour minimum per dispatch, for cabling performed on a separate Site visit	\$216.00
Additional Cabling Footage, per foot.	\$0.60

P-6.4.5.8. AT&T Voice DNA Deployment Optional Services Charges

Section Effective Date: 30-Mar-2012

Remote Worker onsite installation is offered under a separate agreement and the charges are determined on an individual case basis only.

P-6.4.5.9. AT&T Voice DNA Deployment Miscellaneous Charges

Section Effective Date: 30-Mar-2011

No additional charges for AT&T Travel apply if the Site is located within forty five (45) miles of a major metropolitan market. If the Site is located greater than forty five (45) miles from a major metropolitan market (defined as having a population of greater than 500,000 people), Customer is liable for Travel charges, and the AT&T PM (Project Manager) will provide an estimate of travel costs to Customer prior to dispatch of AT&T technician, and Customer is liable for actual Travel costs, which may be higher or lower than the estimate.

In the event Customer cancels a Work Order after any of the Services detailed herein have commenced but prior to Site acceptance as described Site elsewhere in this Service Guide, Customer is liable for all applicable Deployment Service charges including, but not limited to, Customer Not Ready, Expedite, and Site Re-visit. In addition, Customer is liable for labor charges, which will be calculated based on the total number of labor hours completed by AT&T prior to the cancellation times the applicable Hourly rate.

P-6.4.5.9.1. Rate Table BVOIP-VDNA-DMC: Voice DNA Deployment Miscellaneous Charges

Section Effective Date: 01-May-2009

Rate Table BVOIP-VDNA-DMC: Voice DNA Deployment Miscellaneous Charges	
Description	Charges
Expedite Charge	\$210.00
Reschedule/Cancellation	\$274.80
Site Re-visit; includes two (2) hours on-site	\$318.00
Customer Not Ready	\$420.00
Installation Coordination	\$69.60

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P-6.5. Hosted Voice Service Charges

P-6.5.1. Additional Pricing Terms and Conditions

Section Effective Date: 22-Nov-2014

Invoicing

AT&T shall invoice Customer on a monthly basis. Such invoice will include charges incurred in the previous calendar month.

Travel and related Expenses

Charges do not include expenses for AT&T travel to Customer's facilities. Standard business expenses (e.g., transportation, food, lodging) incurred by AT&T in connection with delivery of the Services will be billed at cost as a separate line item on Customer's invoice. AT&T personnel will incur travel expenses only after receiving permission from Customer's Project Manager.

Time and Material ("T&M") Rate

In the event that the scope of work set forth in the Pricing Schedule changes or AT&T is requested to perform Services outside of Standard Business Hours, AT&T will bill Customer at a T&M rate of two-hundred fifty dollars (\$250.00) per hour per AT&T Consultant for the additional time spent on the change requests. All such out of scope matters will be handled via the Change Control process outlined in this Service Guide

Site Disconnect Charge

There is a Site Disconnect Charge of \$200 for each Site terminated prior to the end of the term specified in Customer's agreement for HVS.

P-6.5.2. RATE TABLE BVOIP HVS: Hosted Voice Services

Section Effective Date: 09-Feb-2018

Rate Table BVOIP-HVS: Hosted Voice Services	
Description and Type of Charge	Monthly Charge
Standard Feature Package - per Package	\$49.00
Premium Feature Package - per Package	\$59.00
Voice Mail Only Feature - per User	\$29.00
HVS MEET ME Conference- per Port	\$15.00
SIP Trunk Feature - per Concurrent Call	\$70.00
SIP Trunk User Charge- Per user/TN	\$5.00
AT&T Advanced E911 - per TN	\$1.00

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Rate Table BVOIP-HVS: Hosted Voice Services	
Description and Type of Charge	Monthly Charge
HVS Receptionist Enterprise - per User	\$49.00
Auto Attendant - per User (For special user/cases only. Prior Product Marketing approval required)	\$50.00
Encryption - per User	\$5.00

P-6.5.3. RATE TABLE BVOIP HVS-CA: Hosted Voice Services Clients and Agents

Section Effective Date: 08-Sep-2017

Rate Table BVOIP-HVS-CA: Hosted Voice Services - Clients and Agents	
Description and Type of Charge	Monthly Charge
Call Center Standard Agent - per User	\$49.00
Call Center Premium Agent - per User	\$59.00
Call Center Supervisor - per User	\$59.00
Broadtouch Business Communicator Client (includes Lync Client Integration) - per User	\$24.00

P-6.5.4. RATE TABLE BVOIP-HVS-H

Section Effective Date: 10-Feb-2016

Rate Table BVOIP-HVS-H: Hosted Voice Services - Hospitality	
Description and Type of Charge	Monthly Charge
Hospitality Administrative Feature Package	\$20.00
Hospitality Guest Room Feature Package	\$15.00
Notes	* A Premium Seat is required in addition to the HVS Hospitality packages above.

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P-6.5.5. Rate Table BVOIP-HVS-CR: Hosted Voice Service Call Recording

Section Effective Date: 08-Sep-2017

Rate Table BVOIP-HVS-CR: Hosted Voice Services - Call Recording	
Description	Monthly Charge
Record - Liability Recording Seat - Subscription License Monthly with Hosted Service	\$59.00
Quality Assurance Agent - Monthly Subscription License with Hosted Service	\$23.00
Desktop Analytics Seat - Monthly Subscription License with Hosted Service	\$35.00
Screen Capture Seat - Monthly Subscription License with Hosted Service	\$23.00
Options: In addition to the Liability seat subscription	
Archive Storage (hosted Geo-redundant) Monthly (Per Seat) 1 Year	\$12.00
Archive Storage (hosted Geo-redundant) Monthly (Per Seat) 2 Year	\$21.00
Archive Storage (hosted Geo-redundant) Monthly (Per Seat) 3 Year	\$30.00
Archive Storage (hosted Geo-redundant) Monthly (Per Seat) 4 Year	\$39.00
Archive Storage (hosted Geo-redundant) Monthly (Per Seat) 5 Year	\$48.00
Archive Storage (hosted Geo-redundant) Monthly (Per Seat) 6 Year	\$54.00
Archive Storage (hosted Geo-redundant) Monthly (Per Seat) 7 Year	\$60.00

P-6.5.6. Hosted Voice Services — Moves, Adds, Changes, and Deletes

Section Effective Date: 22-Nov-2014

There is no charge for the following MACD's:

- Provision stations (TN) for a New Site
- Adding 20 or more stations (TN) to an Existing Site
- Adding one or less than twenty stations (TN) for a new User(s)
- Replaces/Change Phone type MAC
- Deleting an existing User station
- Move a user to a different Group/different EdgeMarc
- Reassign existing Telephone Number to User if Unified Messaging or Voice Mail IS required.
- Change End User Unified Messaging Password.
- Add or change Group Administrators (GA profile information)
- Add a new Call Center Agent - Premium License; Agent Client License; Supervisor Client License; Call Center Standard License

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- Add Receptionist License
- Add SIP trunking per voice channel
- Add Series Completion groups
- Add G729 CODEC or Media Service
- Modify Feature Codes (Not recommended)
- Infrastructure LAN changes or updates that would interrupt service and send alarm to GNOC

P-6.5.6.1. Hosted Voice Services — Customer HVS Administrator MACDs

Section Effective Date: 22-Nov-2014

The Customer HVS Administrator may perform the MACDs listed below at no charge. If Customer requests that AT&T perform the MACDs, charges listed below apply.

P-6.5.6.1.1. RATE TABLE BVOIP-HVS-MACD: Hosted Voice Services — Customer HVS Administrator MACD Charges

Section Effective Date: 15-Aug-2018

Rate Table BVOIP-HVS-CHA-MACD: Hosted Voice Services - Customer HVS Administrator MACD
Description - MACD Charges \$75 Per Instance (including but not limited to)
Replacing a phone set where Custom Configuration features are required (BLF/SCA features)
Replacing a phone set where Custom Configuration features are NOT required (SCA features)
Add Shared Call Appearance when the user DOES have or require a custom configuration (BLF)
Setting up the initial Busy Lamp Field configuration for a Customer
Adding additional BLFs to a user after initial setup
Reassign existing Telephone Numbers to Users if Unified Message and/or Voice Mail is NOT required
Reset user Voice portal and web access passwords
Make changes to User Voice Messaging setting for an existing User name
Make changes on how to present the Group Calling ID information
Make changes to Call Pickup groups
Make changes to Hunt Groups
Make changes to existing Call Center Group
"Turn off" Music on Hold for Departments
Add Unified Messaging Accounts to an existing TN
Add Voicemail Accounts to an existing TN (if no existing VM)

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Rate Table BVOIP-HVS-CHA-MACD: Hosted Voice Services - Customer HVS Administrator MACD

Description - MACD Charges \$75 Per Instance (including but not limited to)

Add Tool Bar for user

Add/Change the HVS MEET ME CONFERENCE Feature

Add ACD Group

P-6.5.6.2. RATE TABLE BVOIP-HVS-MACD: Hosted Voice Services — NRC

Section Effective Date: 09-Mar-2018

Rate Table BVOIP-HVS-NRC: Hosted Voice Services - Non-Recurring Charges	
Description and Type of Charge	Charges
Non Mitel New Phone Activation Fee - NRC per phone	\$35.00
New Administrative user - NRC per User	\$350.00
Auto Attendant Set up/per Auto Attendant - NRC per User	Custom
Auto Attendant MACD	Custom
New Assistant user - NRC per User	\$350.00
New Executive user - NRC per User	\$350.00
ACD Groups - NRC per group	\$50.00
Least Cost Routing - NRC per Site	\$350.00

P-6.5.7. RATE TABLE BVOIP HVS PS: Hosted Voice Services — Professional Services Charges

Section Effective Date: 15-Aug-2018

Rate Table BVOIP HVS PS: Hosted Voice Services - Professional Services Charges	
Description and Type of Charge	Charges
Professional Services, per hour	\$250.00
Notes:	
Billed for one (1) hour minimum with additional 15 minute increments.	

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P-6.6. AT&T IP Toll-Free Rates

Section Effective Date: 22-Sep-2016

AT&T IP Toll-Free calls are charged in one second increments with a minimum charge of 30 seconds per call.

Cross References

[SD-15. AT&T Dedicated Internet & Voice Bundle \(ADIVB\)](#)

P-6.6.1. Rate Table BVOIP-IPTF-1: Interstate IP Toll-Free Usage Pricing

Section Effective Date: 10-Apr-2007

Rate Table BVOIP-IPTF-1: Interstate IP Toll-Free Usage Pricing	
Toll-Free Inbound Usage	Price Per Minutes of Use
Interstate	\$0.0250

P-6.6.2. Rate Table BVOIP-IPTF-2: Intrastate (Inter- and IntraLATA) IP Toll-Free Usage Pricing

Section Effective Date: 28-Jul-2008

Rate Table BVOIP-IPTF-2: Intrastate (Inter- and IntraLATA) IP Toll-Free Usage Pricing	
Intrastate Toll-Free Inbound Usage	Price Per Minute Of Use
Alabama	\$0.0405
Alaska	\$0.1131
Arizona	\$0.0689
Arkansas	\$0.0670
California	\$0.0302
Colorado	\$0.0586
Connecticut	\$0.0292
DC	\$0.0678
Delaware	\$0.0308
Florida	\$0.0481
Georgia	\$0.0439
Hawaii	\$0.0460
Idaho	\$0.0753
Illinois	\$0.0223
Indiana	\$0.0365
Iowa	\$0.0864

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Rate Table BVOIP-IPTF-2: Intrastate (Inter- and IntraLATA) IP Toll-Free Usage Pricing	
Intrastate Toll-Free Inbound Usage	Price Per Minute Of Use
Kansas	\$0.0419
Kentucky	\$0.0544
Louisiana	\$0.0365
Maine	\$0.0385
Maryland	\$0.0377
Massachusetts	\$0.0328
Michigan	\$0.0246
Minnesota	\$0.0607
Mississippi	\$0.0352
Missouri	\$0.0859
Montana	\$0.0732
Nebraska	\$0.0527
Nevada	\$0.0616
New Hampshire	\$0.0502
New Jersey	\$0.0460
New Mexico	\$0.0821
New York	\$0.0486
North Carolina	\$0.0628
North Dakota	\$0.1040
Ohio	\$0.0257
Oklahoma	\$0.0446
Oregon	\$0.0608
Pennsylvania	\$0.0466
Puerto Rico	\$0.0859
Rhode Island	\$0.0342
South Carolina	\$0.0509
South Dakota	\$0.1200
Tennessee	\$0.0405
Texas	\$0.0486
Utah	\$0.0431
Vermont	\$0.0544

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Rate Table BVOIP-IPTF-2: Intrastate (Inter- and IntraLATA) IP Toll-Free Usage Pricing	
Intrastate Toll-Free Inbound Usage	Price Per Minute Of Use
Virginia	\$0.0544
Washington	\$0.0562
West Virginia	\$0.0486
Wisconsin	\$0.0405
Wyoming	\$0.0527

P-6.6.3. Rate Table BVOIP-IPTF-2A: Intrastate (Inter- and IntraLATA) IP Toll-Free Usage Pricing for ABN Express Bundle

Section Effective Date: 22-Aug-2011

Rate Table BVOIP-IPTF-2A: Intrastate (Inter- and IntraLATA) IP Toll-Free Usage Pricing for ABN Express Bundle	
Intrastate Toll-Free Inbound Usage	Price Per Minute Of Use
Alabama	\$0.0368
Alaska	\$0.1029
Arizona	\$0.0627
Arkansas	\$0.0610
California	\$0.0275
Colorado	\$0.0533
Connecticut	\$0.0266
DC	\$0.0617
Delaware	\$0.0280
Florida	\$0.0438
Georgia	\$0.0400
Hawaii	\$0.0419
Idaho	\$0.0685
Illinois	\$0.0203
Indiana	\$0.0332
Iowa	\$0.0786
Kansas	\$0.0381
Kentucky	\$0.0495
Louisiana	\$0.0332

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Rate Table BVOIP-IPTF-2A: Intrastate (Inter- and IntraLATA) IP Toll-Free Usage Pricing for ABN Express Bundle	
Intrastate Toll-Free Inbound Usage	Price Per Minute Of Use
Maine	\$0.0350
Maryland	\$0.0343
Massachusetts	\$0.0299
Michigan	\$0.0224
Minnesota	\$0.0552
Mississippi	\$0.0320
Missouri	\$0.0781
Montana	\$0.0666
Nebraska	\$0.0480
Nevada	\$0.0560
New Hampshire	\$0.0457
New Jersey	\$0.0419
New Mexico	\$0.0747
New York	\$0.0442
North Carolina	\$0.0571
North Dakota	\$0.0946
Ohio	\$0.0234
Oklahoma	\$0.0406
Oregon	\$0.0553
Pennsylvania	\$0.0424
Puerto Rico	\$0.0781
Rhode Island	\$0.0311
South Carolina	\$0.0463
South Dakota	\$0.1091
Tennessee	\$0.0369
Texas	\$0.0442
Utah	\$0.0392
Vermont	\$0.0495
Virginia	\$0.0495
Washington	\$0.0511
West Virginia	\$0.0442

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Rate Table BVOIP-IPTF-2A: Intrastate (Inter- and IntraLATA) IP Toll-Free Usage Pricing for ABN Express Bundle	
Intrastate Toll-Free Inbound Usage	Price Per Minute Of Use
Wisconsin	\$0.0369
Wyoming	\$0.0480

P-6.6.4. Rate Table BVOIP-IPTF-2B: Intrastate (Inter- and IntraLATA) IP Toll-Free Usage Pricing for ABN Express VPN Value Bundle

Section Effective Date: 11-Mar-2013

Rate Table BVOIP-IPTF-2B: Intrastate (Inter- and IntraLATA) IP Toll-Free Usage Pricing for ABN Express VPN Value Bundle	
Intrastate Toll-Free Inbound Usage	Price Per Minute of Use
Alabama	\$0.0324
Alaska	\$0.0905
Arizona	\$0.0551
Arkansas	\$0.0536
California	\$0.0242
Colorado	\$0.0469
Connecticut	\$0.0234
DC	\$0.0542
Delaware	\$0.0246
Florida	\$0.0385
Georgia	\$0.0351
Hawaii	\$0.0368
Idaho	\$0.0602
Illinois	\$0.0178
Indiana	\$0.0292
Iowa	\$0.0691
Kansas	\$0.0335
Kentucky	\$0.0435
Louisiana	\$0.0292
Maine	\$0.0308
Maryland	\$0.0302

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Rate Table BVOIP-IPTF-2B: Intrastate (Inter- and IntraLATA) IP Toll-Free Usage Pricing for ABN Express VPN Value Bundle	
Intrastate Toll-Free Inbound Usage	Price Per Minute of Use
Massachusetts	\$0.0262
Michigan	\$0.0197
Minnesota	\$0.0486
Mississippi	\$0.0282
Missouri	\$0.0687
Montana	\$0.0586
Nebraska	\$0.0422
Nevada	\$0.0493
New Hampshire	\$0.0402
New Jersey	\$0.0368
New Mexico	\$0.0657
New York	\$0.0389
North Carolina	\$0.0502
North Dakota	\$0.0832
Ohio	\$0.0206
Oklahoma	\$0.0357
Oregon	\$0.0486
Pennsylvania	\$0.0373
Puerto Rico	\$0.0687
Rhode Island	\$0.0274
South Carolina	\$0.0407
South Dakota	\$0.0960
Tennessee	\$0.0324
Texas	\$0.0389
Utah	\$0.0345
Vermont	\$0.0435
Virginia	\$0.0435
Washington	\$0.0450
West Virginia	\$0.0389
Wisconsin	\$0.0324

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Rate Table BVOIP-IPTF-2B: Intrastate (Inter- and IntraLATA) IP Toll-Free Usage Pricing for ABN Express VPN Value Bundle	
Intrastate Toll-Free Inbound Usage	Price Per Minute of Use
Wyoming	\$0.0422

P-6.6.5. Rate Table BVOIP-IPTF: Canada to US IP Toll-Free Usage Pricing

Section Effective Date: 02-Oct-2012

Rate Table BVOIP-IPTF: Canada to US IP Toll Free Usage Pricing	
Canada to US IP Toll-Free Usage Pricing	Price per Minute of Use
Canada	\$0.0390

P-6.6.6. International IP Toll-Free Pricing

P-6.6.6.1. Rate Table BVoIP-IPTF: International Terminations IP Toll-Free Usage Pricing

Section Effective Date: 20-Feb-2017

Rate Table BVOIP-IPTF: International Terminations IP Toll Free Usage Pricing	
US and Canada to International IP Toll-Free Usage Pricing	Price per Minute of Use
International	\$0.06

P-6.6.6.2. Rate Table BVOIP-IPTF-International Originations IP Toll Free NRC and MRC Pricing

Section Effective Date: 20-Feb-2017

Rate Table BVOIP-IPTF: International Originations IP Toll Free Non-Recurring and Monthly Recurring Pricing		
International to US IP Toll-Free Non-Recurring and Monthly Recurring Charges	Non-Recurring Charges	Monthly Recurring Charges
International Inbound Setup (per Site)	\$300.00	\$0.00
Universal Freephone (UIFN) Fee (per Universal International Freephone Number provisioned)	\$300.00	\$0.00
International Inbound per Country Charge (per country, per Site)	\$0.00	\$50.00

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P-6.6.6.2.1. Rate Table BVoIP-IPTF- International Originations IP Toll-Free Usage Pricing

Section Effective Date: 20-Feb-2017

Rate Table BVoIP-IPTF: Rate Table BVoIP-IPTF: International Originations IP Toll Free Usage Pricing	
International to US IP Toll-Free Usage Pricing	Price per Minute of Use
Anguilla	\$2.3796
Antigua (Including Barbuda)	\$2.0774
Argentina	\$0.9851
Aruba	\$2.0774
Australia	\$0.7166
Austria	\$1.0935
Bahamas	\$2.0774
Bahrain	\$3.7463
Barbados	\$2.0774
Belgium	\$1.4766
Bermuda	\$2.1439
Bolivia	\$3.7693
Brazil	\$0.6909
British Virgin Islands (Including Anegada, Camanoe Island, Guana Island, Jost Van Dyke, Little Thatch, Marina Cay, Mosquito Island, North Sound, Peter Island, Tortola and Virgin Gorda)	\$2.0774
Cayman Islands	\$2.0774
Chile	\$1.9061
China, People's Republic of	\$2.5413
Colombia	\$1.5582
Costa Rica	\$6.2012
Cyprus	\$5.5023
Czech Republic	\$3.2238
Denmark	\$2.6152
Dominica	\$2.0826
Dominican Republic	\$0.6131
Ecuador	\$3.0599

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Rate Table BVOIP-IPTF: Rate Table BVOIP-IPTF: International Originations IP Toll Free Usage Pricing	
International to US IP Toll-Free Usage Pricing	Price per Minute of Use
El Salvador	\$3.5983
Finland	\$1.6402
France	\$0.3734
Germany	\$0.5533
Greece	\$1.7113
Grenada (Including Carriacou)	\$1.6216
Guatemala	\$1.7629
Hong Kong	\$0.7735
Hungary	\$2.9680
Iceland	\$2.0730
India	\$1.3719
Indonesia	\$3.0107
Ireland	\$3.3678
Israel	\$0.9467
Italy (Includes service from San Marino and Vatican City)	\$1.5527
Jamaica	\$3.2260
Japan (Including Okinawa)	\$1.1534
Korea, South	\$0.6902
Latvia	\$4.4749
Luxembourg	\$2.1298
Malaysia	\$2.6413
Mauritius	\$5.1400
Mexico (Service Area M1), Standard	\$0.9120
Montserrat	\$2.0774
Netherlands	\$1.8344
Netherlands Antilles (Bonaire, Curacao, Saba, St. Eustatius and St. Maarten)	\$2.3041
New Zealand (Including Chatham Island)	\$1.6347
Norway (Including Svalbard)	\$1.8134
Panama, Republic of	\$3.1916

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Rate Table BVOIP-IPTF: Rate Table BVOIP-IPTF: International Originations IP Toll Free Usage Pricing	
International to US IP Toll-Free Usage Pricing	Price per Minute of Use
Peru	\$1.9309
Philippines	\$3.7431
Poland	\$1.4915
Portugal (Including Azores and Madeira Islands)	\$3.2446
Singapore, Republic of	\$0.9692
South Africa	\$1.5163
Spain (Including Balearic Islands, Canary Islands, Ceuta and Melilla)	\$2.7254
St. Kitts and Nevis	\$2.0774
St. Lucia	\$2.0774
St. Vincent and The Grenadines	\$2.8500
Sweden	\$2.2151
Switzerland	\$2.3844
Taiwan	\$1.5392
Thailand	\$2.3681
Trinidad & Tobago, Democratic Republic of	\$2.0936
Turkey	\$2.0150
Turks & Caicos Islands	\$2.0774
United Kingdom (Including the Channel Islands, England, Isle of Man, Northern Ireland, Scotland and Wales)	\$0.4287
Uruguay	\$2.8561
Venezuela	\$2.8354

Cross References

[SD-2.3. Telephone Numbers](#)

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P-6.6.6.3. Rate Table BVOIP-IPTF-International Originations IP Toll Free NRC and MRC for ABN Express Bundle

Section Effective Date: 20-Feb-2017

Rate Table BVOIP-IPTF: International Originations IP Toll Free Non-Recurring and Monthly Recurring Pricing for ABN Express Bundle		
International to US IP Toll-Free Non-Recurring and Monthly Recurring Charges	Non-Recurring Charges	Monthly Recurring Charges
International Inbound Setup (per Site)	\$273.00	\$0.00
Universal Freephone (UIFN) Fee (per Universal International Freephone Number provisioned)	\$273.00	\$0.00
International Inbound per Country Charge (per country, per Site)	\$0.00	\$46.00

P-6.6.6.3.1. Rate Table BVoIP-IPTF- International Originations IP Toll-Free Usage Pricing for ABN Express Bundle

Section Effective Date: 20-Feb-2017

Rate Table BVOIP-IPTF: Rate Table BVOIP-IPTF: International Originations IP Toll Free Usage Pricing for ABN Express Bundle	
International to US IP Toll-Free Usage Pricing	Price per Minute of Use
Anguilla	\$2.1655
Antigua (Including Barbuda)	\$1.8904
Argentina	\$0.8965
Aruba	\$1.8904
Australia	\$0.6521
Austria	\$0.9951
Bahamas	\$1.8904
Bahrain	\$3.4091
Barbados	\$1.8904
Belgium	\$1.3437
Bermuda	\$1.9509
Bolivia	\$3.4301
Brazil	\$0.6287

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Rate Table BVOIP-IPTF: Rate Table BVOIP-IPTF: International Originations IP Toll Free Usage Pricing for ABN Express Bundle	
International to US IP Toll-Free Usage Pricing	Price per Minute of Use
British Virgin Islands (Including Anegada, Camanoe Island, Guana Island, Jost Van Dyke, Little Thatch, Marina Cay, Mosquito Island, North Sound, Peter Island, Tortola and Virgin Gorda)	\$1.8904
Cayman Islands	\$1.8904
Chile	\$1.7345
China, People's Republic of	\$2.3125
Colombia	\$1.4180
Costa Rica	\$5.6431
Cyprus	\$5.0071
Czech Republic	\$2.9337
Denmark	\$2.3798
Dominica	\$1.8952
Dominican Republic	\$0.5579
Ecuador	\$2.7846
El Salvador	\$3.2744
Finland	\$1.4926
France	\$0.3398
Germany	\$0.5035
Greece	\$1.5573
Grenada (Including Carriacou)	\$1.4756
Guatemala	\$1.6043
Hong Kong	\$0.7039
Hungary	\$2.7009
Iceland	\$1.8864
India	\$1.2484
Indonesia	\$2.7397
Ireland	\$3.0647
Israel	\$0.8615
Italy (Includes service from San Marino and Vatican City)	\$1.4129

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Rate Table BVOIP-IPTF: Rate Table BVOIP-IPTF: International Originations IP Toll Free Usage Pricing for ABN Express Bundle	
International to US IP Toll-Free Usage Pricing	Price per Minute of Use
Jamaica	\$2.9356
Japan (Including Okinawa)	\$1.0496
Korea, South	\$0.6281
Latvia	\$4.0721
Luxembourg	\$1.9381
Malaysia	\$2.4036
Mauritius	\$4.6774
Mexico (Service Area M1), Standard	\$0.8300
Montserrat	\$1.8904
Netherlands	\$1.6693
Netherlands Antilles (Bonaire, Curacao, Saba, St. Eustatius and St. Maarten)	\$2.0967
New Zealand (Including Chatham Island)	\$1.4876
Norway (Including Svalbard)	\$1.6502
Panama, Republic of	\$2.9044
Peru	\$1.7571
Philippines	\$3.4062
Poland	\$1.3573
Portugal (Including Azores and Madeira Islands)	\$2.9526
Singapore, Republic of	\$0.8819
South Africa	\$1.3798
Spain (Including Balearic Islands, Canary Islands, Ceuta and Melilla)	\$2.4801
St. Kitts and Nevis	\$1.8904
St. Lucia	\$1.8904
St. Vincent and The Grenadines	\$2.5935
Sweden	\$2.0157
Switzerland	\$2.1698
Taiwan	\$1.4007
Thailand	\$2.1550

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Rate Table BVOIP-IPTF: Rate Table BVOIP-IPTF: International Originations IP Toll Free Usage Pricing for ABN Express Bundle	
International to US IP Toll-Free Usage Pricing	Price per Minute of Use
Trinidad & Tobago, Democratic Republic of	\$1.9052
Turkey	\$1.8337
Turks & Caicos Islands	\$1.8904
United Kingdom (Including the Channel Islands, England, Isle of Man, Northern Ireland, Scotland and Wales)	\$0.3901
Uruguay	\$2.5990
Venezuela	\$2.5802

P-6.6.7. Payphone Surcharge Fee

Section Effective Date: 30-Jun-2015

An undiscounted Payphone Use Charge shall apply to each coinless call that AT&T identifies as placed from a domestic payphone to Customer Toll-Free Number.

P-6.7. AT&T IP Transfer Connect Rates

Section Effective Date: 30-Jun-2015

There are two pricing options for IP InfoPack and IP Courtesy Transfer. A Site can only be provisioned with one of these options at a time.

Option One: Pricing for these features is based on Concurrent Calls provisioned and is covered in the Rate Table sections for Concurrent Call Option.

Option Two: Pricing for these features is based on feature usage and is covered in the Rate Table sections for Usage Based Option.

AT&T IP Transfer Connect Non-Recurring Charges also apply.

The table below reflects the impact of call transfers on Toll-Free Usage billing:

IP Courtesy Transfers invoked by IPTF

	TP = AT&T toll-free number	TP = Another carrier's toll-free number

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Billing	- Leg 1 of the call is billed to the RP for the duration of leg 1	- Leg 1 of the call is billed to the RP for full duration of the call (leg 1 + leg 2)
	- Leg 2 is billed separately and those charges are included on the bill for the account associated with the TP's toll-free number	- Leg 2 may also be billed separately by the other carrier
	- If IP Courtesy Transfer is billed per transfer attempt, each transaction attempt is billed to the RP	- If IP Courtesy Transfer is billed per transfer attempt, each transaction attempt is billed to the RP
Legend: CP = Calling Party, RP = Receiving Party, TP = Terminating Party		

	TP = POTS Number	TP = IP Flexible Reach DID
Billing	<ul style="list-style-type: none"> - Leg 1 of the call is billed to the RP for the duration of leg 1 - Leg 2 is billed at the IP Transfer to non-8YY off-net rate to the RP. - If IP Courtesy Transfer is billed per transfer attempt, each transaction attempt is billed to the RP 	<ul style="list-style-type: none"> - Leg 1 of the call is billed to the RP for full duration of the call (leg 1 + leg 2) - Leg 2 – since the call is on-net, the toll-free rate on leg 1 continues with no incremental charge for leg 2 - If IP Courtesy Transfer is billed per transfer attempt, each transaction attempt is billed to the RP
Legend: CP = Calling Party, RP = Receiving Party, TP = Terminating Party		

P-6.7.1. Rate Table BVOIP-IPTC-1: AT&T IP Transfer Connect Site Charges – Non-Recurring Charges

Section Effective Date: 27-Mar-2015

Rate Table BVOIP-IPTC-1: AT&T IP Transfer Connect Site Charges - Non-Recurring Charges	
Service Component	Non-Recurring Charge
IP Courtesy Transfer - per Site	\$250.00
IP InfoPack - per Site	\$250.00
IP Redirect - per Site	\$250.00
IP Redirect with Data Forwarding - per Site	\$250.00

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P-6.7.2. Rate Table BVOIP-IPTC-2: AT&T IP Transfer Connect Site Charges – Concurrent Call Option

Section Effective Date: 10-Jul-2015

Rate Table BVOIP-IPTC-2: AT&T IP Transfer Connect Site Charges - Concurrent Call Option		
Service Component	Monthly Recurring Charge	Usage
IP Courtesy Transfer - per Concurrent Call	\$40.00	
IP InfoPack - per Concurrent Call	\$30.00	
IP Courtesy Transfer to Non-8YY Off-Net - per Minute		\$0.0750

P-6.7.3. Rate Table BVOIP-IPTC-3: AT&T IP Transfer Connect Charges – Usage Based Option

Section Effective Date: 13-Jul-2015

Rate Table BVOIP-IPTC-3: AT&T IP Transfer Connect Charges - Usage Based Option	
Service Component	Usage
IP Courtesy Transfer - per transfer attempt	\$0.3000
IP Courtesy Transfer to Non-8YY Off-Net - per minute	\$0.0750
IP InfoPack - per call	\$0.0500

P-6.7.4. Rate Table BVOIP-IPTC-4: AT&T IP Transfer Connect Usage Charges – IP Redirect

Section Effective Date: 27-Mar-2015

Rate Table BVOIP-IPTC-4: AT&T IP Transfer Connect Usage Charges - IP Redirect		
Service Component	Monthly Volume of Pre-Answer Redirected Calls Initiated per Site	Price per Redirected Call Initiated
IP Redirect	0 - 5,000	\$0.0750
	5,001 - 10,000	\$0.0700
	10,001+	\$0.0650
IP Redirect with Data Forwarding	0 - 5,000	\$0.0950
	5,001 - 10,000	\$0.0900

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Rate Table BVOIP-IPTC-4: AT&T IP Transfer Connect Usage Charges - IP Redirect		
Service Component	Monthly Volume of Pre-Answer Redirected Calls Initiated per Site	Price per Redirected Call Initiated
	10,001+	\$0.0850

P-6.7.5. Rate Table BVOIP-IPTC-5: AT&T IP Transfer Connect Usage Charges for ABN Express Bundle – Concurrent Call Option

Section Effective Date: 30-Jun-2015

Rate Table BVOIP-IPTC-5: AT&T IP Transfer Connect Charges for ABN Express Bundle - Concurrent Call Option				
Service Component	Monthly Recurring Charge per Site	Monthly Volume of Pre-Answer Redirected Calls Initiated per Site	Price per Redirected Call Initiated	Price per Minute, Usage
IP Courtesy Transfer to Non-8YY Off-Net - per Minutel				\$0.0597
IP Courtesy Transfer - per Concurrent Call	\$31.8200			
IP InfoPack - per Concurrent Call	\$23.8600			
IP Redirect		0 - 5,000	\$0.0682	
IP Redirect		5,001 - 10,000	\$0.0637	
IP Redirect		10,001+	\$0.0591	
IP Redirect with Data Forwarding		0 - 5,000	\$0.0864	
IP Redirect with Data Forwarding		5,001 - 10,000	\$0.0819	
IP Redirect with Data Forwarding		10,001+	\$0.0773	

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P-6.7.6. Rate Table BVOIP-IPTC-6: AT&T IP Transfer Connect Charges for ABN Express Bundle – Usage Based Option

Section Effective Date: 30-Jun-2015

Rate Table BVOIP-IPTC-6: AT&T IP Transfer Connect Charges for ABN Express Bundle - Usage Based Option				
Service Component	Usage	Monthly Volume of Pre-Answer Redirected Calls Initiated per Site	Price per Redirected Call Initiated	Price per Minute Usage
IP Courtesy Transfer to Non-8YY Off-Net - minute				\$0.0597
IP Courtesy Transfer - per transfer attempt	\$0.2386			
IP InfoPack - per call	\$0.0398			
IP Redirect		0 - 5,000	\$0.0682	
IP Redirect		5,001 - 10,000	\$0.0637	
IP Redirect		10,001+	\$0.0591	
IP Redirect with Data Forwarding		0 - 5,000	\$0.0864	
IP Redirect with Data Forwarding		5,001 - 10,000	\$0.0819	
IP Redirect with Data Forwarding		10,001+	\$0.0773	

P-6.7.7. Rate Table BVOIP-IPTC-7: AT&T IP Transfer Connect Charges for ABN Express VPN Value Bundle – Concurrent Call Option

Section Effective Date: 30-Jun-2015

Rate Table BVOIP-IPTC-7: AT&T IP Transfer Connect Charges for ABN Express VPN Value Bundle - Concurrent Call Option				
Service Component	Monthly Recurring Charge per Site	Monthly Volume of Pre-Answer Redirected Calls Initiated per Site	Price per Redirected Call Initiated	Price per Minute Usage
IP Courtesy Transfer to Non-8YY Off-Net - per Minute				\$0.0525

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Rate Table BVOIP-IPTC-7: AT&T IP Transfer Connect Charges for ABN Express VPN Value Bundle - Concurrent Call Option				
Service Component	Monthly Recurring Charge per Site	Monthly Volume of Pre-Answer Redirected Calls Initiated per Site	Price per Redirected Call Initiated	Price per Minute Usage
IP Courtesy Transfer - per Concurrent Call	\$28.0000			
IP InfoPack - per Concurrent Call	\$21.0000			
IP Redirect		0 - 5,000	\$0.0600	
IP Redirect		5,001 - 10,000	\$0.0560	
IP Redirect		10,001+	\$0.0520	
IP Redirect with Data Forwarding		0 - 5,000	\$0.0760	
IP Redirect with Data Forwarding		5,001 - 10,000	\$0.0720	
IP Redirect with Data Forwarding		10,001+	\$0.0680	

P-6.7.8. Rate Table BVOIP-IPTC-8: AT&T IP Transfer Connect Usage Charges for ABN Express VPN Value Bundle – Usage Based Option

Section Effective Date: 30-Jun-2015

Rate Table BVOIP-IPTC-8: AT&T IP Transfer Connect Usage Charges for ABN Express VPN Value Bundle - Usage Based Option				
Service Component	Usage	Monthly Volume of Pre-Answer Redirected Calls Initiated per Site	Price per Redirected Call Initiated	Price per Minute Usage
IP Courtesy Transfer to Non-8YY Off-Net - per minute				\$0.0525
IP Courtesy Transfer - per transfer attempt	\$0.2100			
IP InfoPack - per call	\$0.0350			
IP Redirect		0 - 5,000	\$0.0600	
IP Redirect		5,001 - 10,000	\$0.0560	

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Rate Table BVOIP-IPTC-8: AT&T IP Transfer Connect Usage Charges for ABN Express VPN Value Bundle - Usage Based Option				
Service Component	Usage	Monthly Volume of Pre-Answer Redirected Calls Initiated per Site	Price per Redirected Call Initiated	Price per Minute Usage
IP Redirect		10,001+	\$0.0520	
IP Redirect with Data Forwarding		0 - 5,000	\$0.0760	
IP Redirect with Data Forwarding		5,001 - 10,000	\$0.0720	
IP Redirect with Data Forwarding		10,001+	\$0.0680	

P-6.8. BVoIP Off-Net Outbound Calling Rates

Section Effective Date: 19-Apr-2011

United States and International Off-Net Calls are charged in one second increments with a minimum charge of 30 seconds per call.

P-6.8.1. Rate Table BVOIP-ONC-DOM: U.S. Off-Net Outbound Calls Pricing Table

Section Effective Date: 19-Oct-2007

Rate Table BVOIP-ONC-DOM: U.S. Off-Net Outbound Calls Pricing Table	
U.S. Off-Net, Per Minute	Usage Charge
U.S.	\$0.050

P-6.8.2. Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table

Section Effective Date: 05-May-2016

Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Afghanistan	\$0.4590	\$0.0153	\$0.4590	\$0.0153
Albania	\$0.2880	\$0.0096	\$0.3090	\$0.0103
Algeria	\$0.2130	\$0.0071	\$0.3159	\$0.0105
American Samoa	\$0.1650	\$0.0055	\$0.4290	\$0.0143
Andorra	\$0.1020	\$0.0034	\$0.2310	\$0.0077

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Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Angola	\$0.3450	\$0.0115	\$0.3990	\$0.0133
Anguilla	\$0.1920	\$0.0064	\$0.2190	\$0.0073
Antarctica (Casey)	\$1.1340	\$0.0378	\$1.1340	\$0.0378
Antarctica (Scott)	\$1.1340	\$0.0378	\$1.1340	\$0.0378
Antigua and Barbuda	\$0.1590	\$0.0053	\$0.1860	\$0.0062
Argentina	\$0.1380	\$0.0046	\$0.2580	\$0.0086
Armenia	\$0.2580	\$0.0086	\$0.3720	\$0.0124
Aruba	\$0.1170	\$0.0039	\$0.1680	\$0.0056
Ascension Island	\$0.6846	\$0.0228	\$0.6846	\$0.0228
Australia	\$0.0540	\$0.0018	\$0.1440	\$0.0048
Austria	\$0.0600	\$0.0020	\$0.1440	\$0.0048
Azerbaijan	\$0.2610	\$0.0087	\$0.3990	\$0.0133
Bahamas	\$0.0960	\$0.0032	\$0.1080	\$0.0036
Bahrain	\$0.2370	\$0.0079	\$0.2700	\$0.0090
Bangladesh	\$0.3300	\$0.0110	\$0.3990	\$0.0133
Barbados	\$0.1770	\$0.0059	\$0.2340	\$0.0078
Belarus	\$0.2244	\$0.0075	\$0.2700	\$0.0090
Belgium	\$0.0540	\$0.0018	\$0.1590	\$0.0053
Belize	\$0.2310	\$0.0077	\$0.3060	\$0.0102
Benin	\$0.2070	\$0.0069	\$0.2070	\$0.0069
Bermuda	\$0.1020	\$0.0034	\$0.1350	\$0.0045
Bhutan	\$0.5220	\$0.0174	\$0.5220	\$0.0174
Bolivia	\$0.2010	\$0.0067	\$0.2520	\$0.0084
Bosnia and Hercegovina	\$0.1860	\$0.0062	\$0.2700	\$0.0090
Botswana	\$0.2010	\$0.0067	\$0.2430	\$0.0081
Brazil	\$0.1080	\$0.0036	\$0.2010	\$0.0067
British Virgin Islands	\$0.1410	\$0.0047	\$0.1680	\$0.0056

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Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Brunei	\$0.2190	\$0.0073	\$0.3330	\$0.0111
Bulgaria	\$0.1590	\$0.0053	\$0.2550	\$0.0085
Burkina Faso	\$0.2850	\$0.0095	\$0.2700	\$0.0090
Burundi	\$0.4770	\$0.0159	\$0.4770	\$0.0159
Cambodia	\$0.5820	\$0.0194	\$0.7170	\$0.0239
Cameroon	\$0.2940	\$0.0098	\$0.2940	\$0.0098
Canada	\$0.0300	\$0.0010	\$0.0300	\$0.0010
Cape Verde	\$0.2640	\$0.0088	\$0.2640	\$0.0088
Cayman Islands	\$0.1320	\$0.0044	\$0.1590	\$0.0053
Central African Republic	\$0.4200	\$0.0140	\$0.4200	\$0.0140
Chad	\$0.6660	\$0.0222	\$0.6660	\$0.0222
Chile	\$0.1080	\$0.0036	\$0.2160	\$0.0072
China	\$0.1530	\$0.0051	\$0.2820	\$0.0094
Christmas Island	\$0.0690	\$0.0023	\$0.0690	\$0.0023
Cocos Island	\$0.0690	\$0.0023	\$0.0690	\$0.0023
Colombia	\$0.1410	\$0.0047	\$0.2430	\$0.0081
Comoros	\$0.4230	\$0.0141	\$0.5670	\$0.0189
Congo Republic	\$0.2880	\$0.0096	\$0.3630	\$0.0121
Congo (Zaire), Democratic Rep.	\$0.2850	\$0.0095	\$0.3090	\$0.0103
Cook Islands	\$0.5511	\$0.0184	\$0.5511	\$0.0184
Costa Rica	\$0.1350	\$0.0045	\$0.1590	\$0.0053
Croatia	\$0.1710	\$0.0057	\$0.2700	\$0.0090
Cuba	\$0.4917	\$0.0164	\$0.5040	\$0.0168
Cyprus	\$0.1830	\$0.0061	\$0.2910	\$0.0097
Czech Republic	\$0.1770	\$0.0059	\$0.2520	\$0.0084
Denmark	\$0.0510	\$0.0017	\$0.1500	\$0.0050
Diego Garcia	\$1.0800	\$0.0360	\$1.0800	\$0.0360

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Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Djibouti	\$0.2970	\$0.0099	\$0.3000	\$0.0100
Dominica	\$0.1890	\$0.0063	\$0.2400	\$0.0080
Dominican Republic	\$0.0960	\$0.0032	\$0.1440	\$0.0048
East Timor	\$0.5010	\$0.0167	\$0.5010	\$0.0167
Ecuador	\$0.1590	\$0.0053	\$0.2310	\$0.0077
Egypt	\$0.2520	\$0.0084	\$0.2730	\$0.0091
El Salvador	\$0.1620	\$0.0054	\$0.2130	\$0.0071
Equatorial Guinea	\$0.6540	\$0.0218	\$0.7170	\$0.0239
Eritrea	\$0.3840	\$0.0128	\$0.3930	\$0.0131
Estonia	\$0.2250	\$0.0075	\$0.3510	\$0.0117
Ethiopia	\$0.3720	\$0.0124	\$0.3990	\$0.0133
Faroe Islands	\$0.1470	\$0.0049	\$0.1470	\$0.0049
Falkland Islands	\$0.9288	\$0.0310	\$1.0062	\$0.0335
Fiji	\$0.3120	\$0.0104	\$0.3120	\$0.0104
Finland	\$0.0510	\$0.0017	\$0.1440	\$0.0048
France	\$0.0510	\$0.0017	\$0.1740	\$0.0058
French Antilles	\$0.1620	\$0.0054	\$0.3120	\$0.0104
French Guiana	\$0.2070	\$0.0069	\$0.3780	\$0.0126
French Polynesia	\$0.2610	\$0.0087	\$0.4620	\$0.0154
Gabon	\$0.2772	\$0.0092	\$0.3090	\$0.0103
Gambia	\$0.4104	\$0.0137	\$0.4218	\$0.0141
Georgia	\$0.2760	\$0.0092	\$0.4230	\$0.0141
Germany	\$0.0480	\$0.0016	\$0.1560	\$0.0052
Ghana	\$0.1980	\$0.0066	\$0.2430	\$0.0081
Gibraltar	\$0.1980	\$0.0066	\$0.3720	\$0.0124
Greece	\$0.0840	\$0.0028	\$0.1920	\$0.0064
Greenland	\$0.2856	\$0.0095	\$0.3120	\$0.0104
Grenada	\$0.2070	\$0.0069	\$0.2580	\$0.0086

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Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Guadeloupe	\$0.1560	\$0.0052	\$0.3120	\$0.0104
Guantanamo	\$0.6540	\$0.0218	\$0.6540	\$0.0218
Guatemala	\$0.1410	\$0.0047	\$0.1950	\$0.0065
Guinea-Bissau	\$0.5100	\$0.0170	\$0.5100	\$0.0170
Guinea	\$0.2937	\$0.0098	\$0.3090	\$0.0103
Guyana	\$0.3330	\$0.0111	\$0.3330	\$0.0111
Haiti	\$0.2430	\$0.0081	\$0.3210	\$0.0107
Honduras	\$0.1890	\$0.0063	\$0.2130	\$0.0071
Hong Kong	\$0.0690	\$0.0023	\$0.1140	\$0.0038
Hungary	\$0.1380	\$0.0046	\$0.2370	\$0.0079
Iceland	\$0.1290	\$0.0043	\$0.2490	\$0.0083
India	\$0.2010	\$0.0067	\$0.2790	\$0.0093
Indonesia	\$0.1620	\$0.0054	\$0.2280	\$0.0076
Iran	\$0.3510	\$0.0117	\$0.3990	\$0.0133
Iraq	\$0.4170	\$0.0139	\$0.4650	\$0.0155
Ireland	\$0.0510	\$0.0017	\$0.1470	\$0.0049
Israel	\$0.0870	\$0.0029	\$0.1350	\$0.0045
Italy	\$0.0510	\$0.0017	\$0.1590	\$0.0053
Ivory Coast	\$0.3690	\$0.0123	\$0.3990	\$0.0133
Jamaica	\$0.1740	\$0.0058	\$0.2370	\$0.0079
Japan	\$0.0540	\$0.0018	\$0.1410	\$0.0047
Jordan	\$0.2850	\$0.0095	\$0.3210	\$0.0107
Kazakhstan	\$0.1350	\$0.0045	\$0.2430	\$0.0081
Kenya	\$0.2580	\$0.0086	\$0.3090	\$0.0103
Kiribati	\$0.8253	\$0.0275	\$0.8646	\$0.0288
Korea, Democratic Peoples Rep.	\$0.8220	\$0.0274	\$0.8220	\$0.0274
Korea, South	\$0.0720	\$0.0024	\$0.1140	\$0.0038
Kuwait	\$0.3060	\$0.0102	\$0.3090	\$0.0103

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Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Kyrgyzstan	\$0.2430	\$0.0081	\$0.3990	\$0.0133
Laos	\$0.5580	\$0.0186	\$0.7170	\$0.0239
Latvia	\$0.2250	\$0.0075	\$0.3030	\$0.0101
Lebanon	\$0.2820	\$0.0094	\$0.3510	\$0.0117
Lesotho	\$0.2730	\$0.0091	\$0.3330	\$0.0111
Liberia	\$0.2856	\$0.0095	\$0.3066	\$0.0102
Libya	\$0.2970	\$0.0099	\$0.3990	\$0.0133
Liechtenstein	\$0.0720	\$0.0024	\$0.2040	\$0.0068
Lithuania	\$0.2622	\$0.0087	\$0.3164	\$0.0105
Luxembourg	\$0.0690	\$0.0023	\$0.1620	\$0.0054
Macao	\$0.2130	\$0.0071	\$0.3090	\$0.0103
Macedonia	\$0.1800	\$0.0060	\$0.2580	\$0.0086
Madagascar	\$0.7860	\$0.0262	\$0.8490	\$0.0283
Malawi	\$0.2808	\$0.0094	\$0.2700	\$0.0090
Malaysia	\$0.1170	\$0.0039	\$0.1590	\$0.0053
Maldives	\$0.5625	\$0.0188	\$0.6000	\$0.0200
Mali	\$0.3270	\$0.0109	\$0.3990	\$0.0133
Malta	\$0.2040	\$0.0068	\$0.3570	\$0.0119
Marshall Islands	\$0.2430	\$0.0081	\$0.2430	\$0.0081
Mauritania	\$0.3240	\$0.0108	\$0.3990	\$0.0133
Mauritius	\$0.3090	\$0.0103	\$0.4620	\$0.0154
Mayotte	\$0.4230	\$0.0141	\$0.7620	\$0.0254
Mexico (M1 & M2)	\$0.0720	\$0.0024	\$0.2910	\$0.0097
Mexico (M3 & M4)	\$0.0720	\$0.0024	\$0.2910	\$0.0097
Federated States of Micronesia	\$0.3780	\$0.0126	\$0.3780	\$0.0126
Moldova	\$0.2760	\$0.0092	\$0.3990	\$0.0133
Monaco	\$0.0690	\$0.0023	\$0.2700	\$0.0090
Mongolia	\$0.5130	\$0.0171	\$0.5130	\$0.0171

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Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Montenegro	\$0.1830	\$0.0061	\$0.2610	\$0.0087
Montserrat	\$0.2130	\$0.0071	\$0.2190	\$0.0073
Morocco	\$0.2160	\$0.0072	\$0.3300	\$0.0110
Mozambique	\$0.3810	\$0.0127	\$0.4620	\$0.0154
Myanmar	\$0.5820	\$0.0194	\$0.8490	\$0.0283
Namibia	\$0.2340	\$0.0078	\$0.3330	\$0.0111
Nauru	\$1.1760	\$0.0392	\$1.1760	\$0.0392
Nepal	\$0.3330	\$0.0111	\$0.3330	\$0.0111
Netherlands	\$0.0510	\$0.0017	\$0.1800	\$0.0060
Netherlands Antilles	\$0.1500	\$0.0050	\$0.1350	\$0.0045
Nevis	\$0.1620	\$0.0054	\$0.1782	\$0.0059
New Caledonia	\$0.3570	\$0.0119	\$0.3570	\$0.0119
New Zealand	\$0.1020	\$0.0034	\$0.2070	\$0.0069
Nicaragua	\$0.1830	\$0.0061	\$0.2310	\$0.0077
Niger	\$0.3030	\$0.0101	\$0.3030	\$0.0101
Nigeria	\$0.2460	\$0.0082	\$0.3090	\$0.0103
Niue	\$1.2060	\$0.0402	\$1.2060	\$0.0402
Norfolk Island	\$0.9072	\$0.0302	\$0.9828	\$0.0328
Norway	\$0.0510	\$0.0017	\$0.1440	\$0.0048
Oman	\$0.2880	\$0.0096	\$0.3330	\$0.0111
Pakistan	\$0.3240	\$0.0108	\$0.3660	\$0.0122
Palau	\$0.3600	\$0.0120	\$0.3600	\$0.0120
Panama	\$0.1500	\$0.0050	\$0.2130	\$0.0071
Papau New Guinea	\$0.4140	\$0.0138	\$0.4485	\$0.0150
Paraguay	\$0.1890	\$0.0063	\$0.2610	\$0.0087
Peru	\$0.1620	\$0.0054	\$0.3240	\$0.0108
Philippines	\$0.1170	\$0.0039	\$0.1890	\$0.0063
Poland	\$0.1350	\$0.0045	\$0.2250	\$0.0075

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Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Portugal	\$0.0690	\$0.0023	\$0.1710	\$0.0057
Qatar	\$0.2910	\$0.0097	\$0.3330	\$0.0111
Reunion	\$0.3270	\$0.0109	\$0.5040	\$0.0168
Romania	\$0.1940	\$0.0065	\$0.2646	\$0.0088
Russia	\$0.1290	\$0.0043	\$0.1620	\$0.0054
Rwanda	\$0.3780	\$0.0126	\$0.3780	\$0.0126
San Marino	\$0.1140	\$0.0038	\$0.1482	\$0.0049
Sao Tome and Principe	\$0.7953	\$0.0265	\$0.7953	\$0.0265
Saudi Arabia	\$0.2460	\$0.0082	\$0.3270	\$0.0109
Senegal	\$0.3510	\$0.0117	\$0.4620	\$0.0154
Serbia	\$0.1830	\$0.0061	\$0.2610	\$0.0087
Seychelles	\$0.4917	\$0.0164	\$0.4917	\$0.0164
Sierra Leone	\$0.3030	\$0.0101	\$0.3330	\$0.0111
Singapore	\$0.0750	\$0.0025	\$0.1350	\$0.0045
Slovakia	\$0.1530	\$0.0051	\$0.2550	\$0.0085
Slovenia	\$0.1530	\$0.0051	\$0.2640	\$0.0088
Solomon Islands	\$0.8310	\$0.0277	\$0.8310	\$0.0277
Somalia	\$0.5610	\$0.0187	\$0.5610	\$0.0187
South Africa	\$0.1320	\$0.0044	\$0.2250	\$0.0075
Spain	\$0.0510	\$0.0017	\$0.1620	\$0.0054
Sri Lanka	\$0.3150	\$0.0105	\$0.3990	\$0.0133
Saint Helena	\$1.0416	\$0.0347	\$1.0416	\$0.0347
Saint Kitts	\$0.1620	\$0.0054	\$0.2280	\$0.0076
Saint Lucia	\$0.1650	\$0.0055	\$0.2280	\$0.0076
Saint Pierre and Miquelon	\$0.1530	\$0.0051	\$0.3120	\$0.0104
Saint Vincent and The Grenadines	\$0.1890	\$0.0063	\$0.2520	\$0.0084
Sudan	\$0.4050	\$0.0135	\$0.4620	\$0.0154

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Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Suriname	\$0.3720	\$0.0124	\$0.3990	\$0.0133
Swaziland	\$0.2040	\$0.0068	\$0.3090	\$0.0103
Sweden	\$0.0480	\$0.0016	\$0.1650	\$0.0055
Switzerland	\$0.0510	\$0.0017	\$0.2070	\$0.0069
Syria	\$0.3240	\$0.0108	\$0.3090	\$0.0103
Taiwan	\$0.0810	\$0.0027	\$0.1530	\$0.0051
Tajikistan	\$0.1470	\$0.0049	\$0.1470	\$0.0049
Tanzania	\$0.2580	\$0.0086	\$0.3900	\$0.0130
Thailand	\$0.1500	\$0.0050	\$0.1860	\$0.0062
Togo	\$0.3240	\$0.0108	\$0.3240	\$0.0108
Tonga	\$0.3924	\$0.0131	\$0.3924	\$0.0131
Trinidad and Tobago	\$0.1650	\$0.0055	\$0.2040	\$0.0068
Tunisia	\$0.3648	\$0.0122	\$0.3888	\$0.0130
Turkey	\$0.1500	\$0.0050	\$0.2130	\$0.0071
Turkmenistan	\$0.3180	\$0.0106	\$0.3180	\$0.0106
Turks and Caicos Islands	\$0.1740	\$0.0058	\$0.1740	\$0.0058
Tuvalu	\$0.8148	\$0.0272	\$0.8148	\$0.0272
Uganda	\$0.2430	\$0.0081	\$0.3090	\$0.0103
Ukraine	\$0.1950	\$0.0065	\$0.2700	\$0.0090
United Arab Emirates	\$0.1860	\$0.0062	\$0.2250	\$0.0075
United Kingdom	\$0.0240	\$0.0008	\$0.1470	\$0.0049
Uruguay	\$0.1770	\$0.0059	\$0.2430	\$0.0081
Uzbekistan	\$0.9570	\$0.0319	\$0.9570	\$0.0319
Vanatu	\$0.4335	\$0.0145	\$0.0510	\$0.0017
Vatican City	\$0.0513	\$0.0017	\$0.0513	\$0.0017
Venezuela	\$0.1200	\$0.0040	\$0.2280	\$0.0076
Viet Nam	\$0.3570	\$0.0119	\$0.3990	\$0.0133

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Rate Table BVOIP-ONC-1: International Off-Net Outbound Calls Pricing Table				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Wallis and Fortuna Islands	\$1.1730	\$0.0391	\$1.1730	\$0.0391
Western Samoa	\$0.4320	\$0.0144	\$0.4320	\$0.0144
Yemen	\$0.2850	\$0.0095	\$0.3090	\$0.0103
Zambia	\$0.2580	\$0.0086	\$0.3090	\$0.0103
Zimbabwe	\$0.2160	\$0.0072	\$0.3240	\$0.0108
Global Satellite Service	\$2.7588	\$0.0920	\$2.7588	\$0.0920

P-6.8.3. Rate Table BVOIP-ONC-2: International Off-Net Outbound Calls Pricing Table for ABN Express Bundle

Section Effective Date: 08-Jun-2016

Rate Table BVOIP-ONC-2: International Off-Net Outbound Calls Pricing Table for ABN Express Bundle				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Afghanistan	\$0.4131	\$0.0138	\$0.4131	\$0.0138
Albania	\$0.2592	\$0.0086	\$0.2781	\$0.0093
Algeria	\$0.1917	\$0.0064	\$0.2843	\$0.0095
American Samoa	\$0.1485	\$0.0050	\$0.3861	\$0.0129
Andorra	\$0.0918	\$0.0031	\$0.2079	\$0.0069
Angola	\$0.3105	\$0.0104	\$0.3591	\$0.0120
Anguilla	\$0.1728	\$0.0058	\$0.1971	\$0.0066
Antarctica (Casey)	\$1.0206	\$0.0340	\$1.0206	\$0.0340
Antarctica (Scott)	\$1.0206	\$0.0340	\$1.0206	\$0.0340
Antigua and Barbuda	\$0.1431	\$0.0048	\$0.1674	\$0.0056
Argentina	\$0.1242	\$0.0041	\$0.2322	\$0.0077
Armenia	\$0.2322	\$0.0077	\$0.3348	\$0.0112
Aruba	\$0.1053	\$0.0035	\$0.1512	\$0.0050

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Rate Table BVOIP-ONC-2: International Off-Net Outbound Calls Pricing Table for ABN Express Bundle				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Ascension Island	\$0.6161	\$0.0205	\$0.6161	\$0.0205
Australia	\$0.0486	\$0.0016	\$0.1296	\$0.0043
Austria	\$0.0540	\$0.0018	\$0.1296	\$0.0043
Azerbaijan	\$0.2349	\$0.0078	\$0.3591	\$0.0120
Bahamas	\$0.0864	\$0.0029	\$0.0972	\$0.0032
Bahrain	\$0.2133	\$0.0071	\$0.2430	\$0.0081
Bangladesh	\$0.2970	\$0.0099	\$0.3591	\$0.0120
Barbados	\$0.1593	\$0.0053	\$0.2106	\$0.0070
Belarus	\$0.2020	\$0.0067	\$0.2430	\$0.0081
Belgium	\$0.0486	\$0.0016	\$0.1431	\$0.0048
Belize	\$0.2079	\$0.0069	\$0.2754	\$0.0092
Benin	\$0.1863	\$0.0062	\$0.1863	\$0.0062
Bermuda	\$0.0918	\$0.0031	\$0.1215	\$0.0041
Bhutan	\$0.4698	\$0.0157	\$0.4698	\$0.0157
Bolivia	\$0.1809	\$0.0060	\$0.2268	\$0.0076
Bosnia and Herzegovina	\$0.1674	\$0.0056	\$0.2430	\$0.0081
Botswana	\$0.1809	\$0.0060	\$0.2187	\$0.0073
Brazil	\$0.0972	\$0.0032	\$0.1809	\$0.0060
British Virgin Islands	\$0.1269	\$0.0042	\$0.1512	\$0.0050
Brunei	\$0.1971	\$0.0066	\$0.2997	\$0.0100
Bulgaria	\$0.1431	\$0.0048	\$0.2295	\$0.0077
Burkina Faso	\$0.2565	\$0.0086	\$0.2430	\$0.0081
Burundi	\$0.4293	\$0.0143	\$0.4293	\$0.0143
Cambodia	\$0.5238	\$0.0175	\$0.6453	\$0.0215
Cameroon	\$0.2646	\$0.0088	\$0.2646	\$0.0088
Canada	\$0.0270	\$0.0009	\$0.0270	\$0.0009
Cape Verde	\$0.2376	\$0.0079	\$0.2376	\$0.0079

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Rate Table BVOIP-ONC-2: International Off-Net Outbound Calls Pricing Table for ABN Express Bundle				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Cayman Islands	\$0.1188	\$0.0040	\$0.1431	\$0.0048
Central African Republic	\$0.3780	\$0.0126	\$0.3780	\$0.0126
Chad	\$0.5994	\$0.0200	\$0.5994	\$0.0200
Chile	\$0.0972	\$0.0032	\$0.1944	\$0.0065
China	\$0.1377	\$0.0046	\$0.2538	\$0.0085
Christmas Island	\$0.0621	\$0.0021	\$0.0621	\$0.0021
Cocos Island	\$0.0621	\$0.0021	\$0.0621	\$0.0021
Colombia	\$0.1269	\$0.0042	\$0.2187	\$0.0073
Comoros	\$0.3807	\$0.0127	\$0.5103	\$0.0170
Congo Republic	\$0.2592	\$0.0086	\$0.3267	\$0.0109
Congo (Zaire), Democratic Rep.	\$0.2565	\$0.0086	\$0.2781	\$0.0093
Cook Islands	\$0.4960	\$0.0165	\$0.4960	\$0.0165
Costa Rica	\$0.1215	\$0.0041	\$0.1431	\$0.0048
Croatia	\$0.1539	\$0.0051	\$0.2430	\$0.0081
Cuba	\$0.4425	\$0.0148	\$0.4536	\$0.0151
Cyprus	\$0.1647	\$0.0055	\$0.2619	\$0.0087
Czech Republic	\$0.1593	\$0.0053	\$0.2268	\$0.0076
Denmark	\$0.0459	\$0.0015	\$0.1350	\$0.0045
Diego Garcia	\$0.9720	\$0.0324	\$0.9720	\$0.0324
Djibouti	\$0.2673	\$0.0089	\$0.2700	\$0.0090
Dominica	\$0.1701	\$0.0057	\$0.2160	\$0.0072
Dominican Republic	\$0.0864	\$0.0029	\$0.1296	\$0.0043
East Timor	\$0.4509	\$0.0150	\$0.4509	\$0.0150
Ecuador	\$0.1431	\$0.0048	\$0.2079	\$0.0069
Egypt	\$0.2268	\$0.0076	\$0.2457	\$0.0082
El Salvador	\$0.1458	\$0.0049	\$0.1917	\$0.0064
Equatorial Guinea	\$0.5886	\$0.0196	\$0.6453	\$0.0215

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Rate Table BVOIP-ONC-2: International Off-Net Outbound Calls Pricing Table for ABN Express Bundle				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Eritrea	\$0.3456	\$0.0115	\$0.3537	\$0.0118
Estonia	\$0.2025	\$0.0068	\$0.3159	\$0.0105
Ethiopia	\$0.3348	\$0.0112	\$0.3591	\$0.0120
Falkland Islands	\$0.8359	\$0.0279	\$0.9056	\$0.0302
Faroe Islands	\$0.1323	\$0.0044	\$0.1323	\$0.0044
Federated States of Micronesia	\$0.3402	\$0.0113	\$0.3402	\$0.0113
Fiji	\$0.2808	\$0.0094	\$0.2808	\$0.0094
Finland	\$0.0459	\$0.0015	\$0.1296	\$0.0043
France	\$0.0459	\$0.0015	\$0.1566	\$0.0052
French Antilles	\$0.1458	\$0.0049	\$0.2808	\$0.0094
French Guiana	\$0.1863	\$0.0062	\$0.3402	\$0.0113
French Polynesia	\$0.2349	\$0.0078	\$0.4158	\$0.0139
Gabon	\$0.2495	\$0.0083	\$0.2781	\$0.0093
Gambia	\$0.3694	\$0.0123	\$0.3796	\$0.0127
Georgia	\$0.2484	\$0.0083	\$0.3807	\$0.0127
Germany	\$0.0432	\$0.0014	\$0.1404	\$0.0047
Ghana	\$0.1782	\$0.0059	\$0.2187	\$0.0073
Gibraltar	\$0.1782	\$0.0059	\$0.3348	\$0.0112
Greece	\$0.0756	\$0.0025	\$0.1728	\$0.0058
Greenland	\$0.2570	\$0.0086	\$0.2808	\$0.0094
Grenada	\$0.1863	\$0.0062	\$0.2322	\$0.0077
Guadeloupe	\$0.1404	\$0.0047	\$0.2808	\$0.0094
Guantanamo	\$0.5886	\$0.0196	\$0.5886	\$0.0196
Guatemala	\$0.1269	\$0.0042	\$0.1755	\$0.0059
Guinea	\$0.2643	\$0.0088	\$0.2781	\$0.0093
Guinea-Bissau	\$0.4590	\$0.0153	\$0.4590	\$0.0153
Guyana	\$0.2997	\$0.0100	\$0.2997	\$0.0100
Haiti	\$0.2187	\$0.0073	\$0.2889	\$0.0096

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Rate Table BVOIP-ONC-2: International Off-Net Outbound Calls Pricing Table for ABN Express Bundle				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Honduras	\$0.1701	\$0.0057	\$0.1917	\$0.0064
Hong Kong	\$0.0621	\$0.0021	\$0.1026	\$0.0034
Hungary	\$0.1242	\$0.0041	\$0.2133	\$0.0071
Iceland	\$0.1161	\$0.0039	\$0.2241	\$0.0075
India	\$0.1809	\$0.0060	\$0.2511	\$0.0084
Indonesia	\$0.1458	\$0.0049	\$0.2052	\$0.0068
Iran	\$0.3159	\$0.0105	\$0.3591	\$0.0120
Iraq	\$0.3753	\$0.0125	\$0.4185	\$0.0140
Ireland	\$0.0459	\$0.0015	\$0.1323	\$0.0044
Israel	\$0.0783	\$0.0026	\$0.1215	\$0.0041
Italy	\$0.0459	\$0.0015	\$0.1431	\$0.0048
Ivory Coast	\$0.3321	\$0.0111	\$0.3591	\$0.0120
Jamaica	\$0.1566	\$0.0052	\$0.2133	\$0.0071
Japan	\$0.0486	\$0.0016	\$0.1269	\$0.0042
Jordan	\$0.2565	\$0.0086	\$0.2889	\$0.0096
Kazakhstan	\$0.1215	\$0.0041	\$0.2187	\$0.0073
Kenya	\$0.2322	\$0.0077	\$0.2781	\$0.0093
Kiribati	\$0.7428	\$0.0248	\$0.7781	\$0.0259
Korea, Democratic Peoples Rep.	\$0.7398	\$0.0247	\$0.7398	\$0.0247
Korea, South	\$0.0648	\$0.0022	\$0.1026	\$0.0034
Kuwait	\$0.2754	\$0.0092	\$0.2781	\$0.0093
Kyrgyzstan	\$0.2187	\$0.0073	\$0.3591	\$0.0120
Laos	\$0.5022	\$0.0167	\$0.6453	\$0.0215
Latvia	\$0.2025	\$0.0068	\$0.2727	\$0.0091
Lebanon	\$0.2538	\$0.0085	\$0.3159	\$0.0105
Lesotho	\$0.2457	\$0.0082	\$0.2997	\$0.0100
Liberia	\$0.2570	\$0.0086	\$0.2759	\$0.0092
Libya	\$0.2673	\$0.0089	\$0.3591	\$0.0120

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Rate Table BVOIP-ONC-2: International Off-Net Outbound Calls Pricing Table for ABN Express Bundle				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Liechtenstein	\$0.0648	\$0.0022	\$0.1836	\$0.0061
Lithuania	\$0.2360	\$0.0079	\$0.2847	\$0.0095
Luxembourg	\$0.0621	\$0.0021	\$0.1458	\$0.0049
Macao	\$0.1917	\$0.0064	\$0.2781	\$0.0093
Macedonia	\$0.1620	\$0.0054	\$0.2322	\$0.0077
Madagascar	\$0.7074	\$0.0236	\$0.7641	\$0.0255
Malawi	\$0.2527	\$0.0084	\$0.2430	\$0.0081
Malaysia	\$0.1053	\$0.0035	\$0.1431	\$0.0048
Maldives	\$0.5063	\$0.0169	\$0.5400	\$0.0180
Mali	\$0.2943	\$0.0098	\$0.3591	\$0.0120
Malta	\$0.1836	\$0.0061	\$0.3213	\$0.0107
Marshall Islands	\$0.2187	\$0.0073	\$0.2187	\$0.0073
Mauritania	\$0.2916	\$0.0097	\$0.3591	\$0.0120
Mauritius	\$0.2781	\$0.0093	\$0.4158	\$0.0139
Mayotte	\$0.3807	\$0.0127	\$0.6858	\$0.0229
Mexico (M1 & M2)	\$0.0648	\$0.0022	\$0.2619	\$0.0087
Mexico (M3 & M4)	\$0.0648	\$0.0022	\$0.2619	\$0.0087
Moldova	\$0.2484	\$0.0083	\$0.3591	\$0.0120
Monaco	\$0.0621	\$0.0021	\$0.2430	\$0.0081
Mongolia	\$0.4617	\$0.0154	\$0.4617	\$0.0154
Montenegro	\$0.1647	\$0.0055	\$0.2349	\$0.0078
Montserrat	\$0.1917	\$0.0064	\$0.1971	\$0.0066
Morocco	\$0.1944	\$0.0065	\$0.2970	\$0.0099
Mozambique	\$0.3429	\$0.0114	\$0.4158	\$0.0139
Myanmar	\$0.5238	\$0.0175	\$0.7641	\$0.0255
Namibia	\$0.2106	\$0.0070	\$0.2997	\$0.0100
Nauru	\$1.0584	\$0.0353	\$1.0584	\$0.0353
Nepal	\$0.2997	\$0.0100	\$0.2997	\$0.0100

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Rate Table BVOIP-ONC-2: International Off-Net Outbound Calls Pricing Table for ABN Express Bundle				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Netherlands	\$0.0459	\$0.0015	\$0.1620	\$0.0054
Netherlands Antilles	\$0.1350	\$0.0045	\$0.1215	\$0.0041
Nevis	\$0.1458	\$0.0049	\$0.1604	\$0.0053
New Caledonia	\$0.3213	\$0.0107	\$0.3213	\$0.0107
New Zealand	\$0.0918	\$0.0031	\$0.1863	\$0.0062
Nicaragua	\$0.1647	\$0.0055	\$0.2079	\$0.0069
Niger	\$0.2727	\$0.0091	\$0.2727	\$0.0091
Nigeria	\$0.2214	\$0.0074	\$0.2781	\$0.0093
Niue	\$1.0854	\$0.0362	\$1.0854	\$0.0362
Norfolk Island	\$0.8165	\$0.0272	\$0.8845	\$0.0295
Norway	\$0.0459	\$0.0015	\$0.1296	\$0.0043
Oman	\$0.2592	\$0.0086	\$0.2997	\$0.0100
Pakistan	\$0.2916	\$0.0097	\$0.3294	\$0.0110
Palau	\$0.3240	\$0.0108	\$0.3240	\$0.0108
Panama	\$0.1350	\$0.0045	\$0.1917	\$0.0064
Papua New Guinea	\$0.3726	\$0.0124	\$0.4037	\$0.0135
Paraguay	\$0.1701	\$0.0057	\$0.2349	\$0.0078
Peru	\$0.1458	\$0.0049	\$0.2916	\$0.0097
Philippines	\$0.1053	\$0.0035	\$0.1701	\$0.0057
Poland	\$0.1215	\$0.0041	\$0.2025	\$0.0068
Portugal	\$0.0621	\$0.0021	\$0.1539	\$0.0051
Qatar	\$0.2619	\$0.0087	\$0.2997	\$0.0100
Reunion	\$0.2943	\$0.0098	\$0.4536	\$0.0151
Romania	\$0.1746	\$0.0058	\$0.2381	\$0.0079
Russia	\$0.1161	\$0.0039	\$0.1458	\$0.0049
Rwanda	\$0.3402	\$0.0113	\$0.3402	\$0.0113
Saint Helena	\$0.9374	\$0.0312	\$0.9374	\$0.0312
Saint Kitts	\$0.1458	\$0.0049	\$0.2052	\$0.0068

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Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Saint Lucia	\$0.1485	\$0.0050	\$0.2052	\$0.0068
Saint Pierre and Miquelon	\$0.1377	\$0.0046	\$0.2808	\$0.0094
Saint Vincent and The Grenadines	\$0.1701	\$0.0057	\$0.2268	\$0.0076
San Marino	\$0.1026	\$0.0034	\$0.1334	\$0.0044
Sao Tome and Principe	\$0.7158	\$0.0239	\$0.7158	\$0.0239
Saudi Arabia	\$0.2214	\$0.0074	\$0.2943	\$0.0098
Senegal	\$0.3159	\$0.0105	\$0.4158	\$0.0139
Serbia	\$0.1647	\$0.0055	\$0.2349	\$0.0078
Seychelles	\$0.4425	\$0.0148	\$0.4425	\$0.0148
Sierra Leone	\$0.2727	\$0.0091	\$0.2997	\$0.0100
Singapore	\$0.0675	\$0.0023	\$0.1215	\$0.0041
Slovakia	\$0.1377	\$0.0046	\$0.2295	\$0.0077
Slovenia	\$0.1377	\$0.0046	\$0.2376	\$0.0079
Solomon Islands	\$0.7479	\$0.0249	\$0.7479	\$0.0249
Somalia	\$0.5049	\$0.0168	\$0.5049	\$0.0168
South Africa	\$0.1188	\$0.0040	\$0.2025	\$0.0068
Spain	\$0.0459	\$0.0015	\$0.1458	\$0.0049
Sri Lanka	\$0.2835	\$0.0095	\$0.3591	\$0.0120
Sudan	\$0.3645	\$0.0122	\$0.4158	\$0.0139
Suriname	\$0.3348	\$0.0112	\$0.3591	\$0.0120
Swaziland	\$0.1836	\$0.0061	\$0.2781	\$0.0093
Sweden	\$0.0432	\$0.0014	\$0.1485	\$0.0050
Switzerland	\$0.0459	\$0.0015	\$0.1863	\$0.0062
Syria	\$0.2916	\$0.0097	\$0.2781	\$0.0093
Taiwan	\$0.0729	\$0.0024	\$0.1377	\$0.0046
Tajikistan	\$0.1323	\$0.0044	\$0.1323	\$0.0044
Tanzania	\$0.2322	\$0.0077	\$0.3510	\$0.0117

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Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Thailand	\$0.1350	\$0.0045	\$0.1674	\$0.0056
Togo	\$0.2916	\$0.0097	\$0.2916	\$0.0097
Tonga	\$0.3532	\$0.0118	\$0.3532	\$0.0118
Trinidad and Tobago	\$0.1485	\$0.0050	\$0.1836	\$0.0061
Tunisia	\$0.3283	\$0.0109	\$0.3499	\$0.0117
Turkey	\$0.1350	\$0.0045	\$0.1917	\$0.0064
Turkmenistan	\$0.2862	\$0.0095	\$0.2862	\$0.0095
Turks and Caicos Islands	\$0.1566	\$0.0052	\$0.1566	\$0.0052
Tuvalu	\$0.7333	\$0.0244	\$0.7333	\$0.0244
Uganda	\$0.2187	\$0.0073	\$0.2781	\$0.0093
Ukraine	\$0.1755	\$0.0059	\$0.2430	\$0.0081
United Arab Emirates	\$0.1674	\$0.0056	\$0.2025	\$0.0068
United Kingdom	\$0.0216	\$0.0007	\$0.1323	\$0.0044
Uruguay	\$0.1593	\$0.0053	\$0.2187	\$0.0073
Uzbekistan	\$0.8613	\$0.0287	\$0.8613	\$0.0287
Vanuatu	\$0.3902	\$0.0130	\$0.0459	\$0.0015
Vatican City	\$0.0462	\$0.0015	\$0.0462	\$0.0015
Venezuela	\$0.1080	\$0.0036	\$0.2052	\$0.0068
Viet Nam	\$0.3213	\$0.0107	\$0.3591	\$0.0120
Wallis and Fortuna Islands	\$1.0557	\$0.0352	\$1.0557	\$0.0352
Western Samoa	\$0.3888	\$0.0130	\$0.3888	\$0.0130
Yemen	\$0.2565	\$0.0086	\$0.2781	\$0.0093
Zambia	\$0.2322	\$0.0077	\$0.2781	\$0.0093
Zimbabwe	\$0.1944	\$0.0065	\$0.2916	\$0.0097
Global Satellite Service	\$2.4829	\$0.0828	\$2.4829	\$0.0828

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P-6.8.4. Rate Table BVOIP-ONC-3: International Off-Net Outbound Calls Pricing Table for ABN Express VPN Value Bundle and ABN VPN Value Bundle Express

Section Effective Date: 08-Jun-2016

Rate Table BVOIP-ONC-3: International Off-Net Outbound Calls Pricing Table for ABN Express VPN Value Bundle and ABN VPN Value Bundle Express				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Afghanistan	\$0.3443	\$0.0115	\$0.3443	\$0.0115
Albania	\$0.2160	\$0.0072	\$0.2318	\$0.0077
Algeria	\$0.1598	\$0.0053	\$0.2369	\$0.0079
American Samoa	\$0.1238	\$0.0041	\$0.3218	\$0.0107
Andorra	\$0.0765	\$0.0026	\$0.1733	\$0.0058
Angola	\$0.2588	\$0.0086	\$0.2993	\$0.0100
Anguilla	\$0.1440	\$0.0048	\$0.1643	\$0.0055
Antarctica (Casey)	\$0.8505	\$0.0284	\$0.8505	\$0.0284
Antarctica (Scott)	\$0.8505	\$0.0284	\$0.8505	\$0.0284
Antigua and Barbuda	\$0.1193	\$0.0040	\$0.1395	\$0.0047
Argentina	\$0.1035	\$0.0035	\$0.1935	\$0.0065
Armenia	\$0.1935	\$0.0065	\$0.2790	\$0.0093
Aruba	\$0.0878	\$0.0029	\$0.1260	\$0.0042
Ascension Island	\$0.5135	\$0.0171	\$0.5135	\$0.0171
Australia	\$0.0405	\$0.0014	\$0.1080	\$0.0036
Austria	\$0.0450	\$0.0015	\$0.1080	\$0.0036
Azerbaijan	\$0.1958	\$0.0065	\$0.2993	\$0.0100
Bahamas	\$0.0720	\$0.0024	\$0.0810	\$0.0027
Bahrain	\$0.1778	\$0.0059	\$0.2025	\$0.0068
Bangladesh	\$0.2475	\$0.0083	\$0.2993	\$0.0100
Barbados	\$0.1328	\$0.0044	\$0.1755	\$0.0059
Belarus	\$0.1683	\$0.0056	\$0.2025	\$0.0068
Belgium	\$0.0405	\$0.0014	\$0.1193	\$0.0040
Belize	\$0.1733	\$0.0058	\$0.2295	\$0.0077
Benin	\$0.1553	\$0.0052	\$0.1553	\$0.0052

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Rate Table BVOIP-ONC-3: International Off-Net Outbound Calls Pricing Table for ABN Express VPN Value Bundle and ABN VPN Value Bundle Express				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Bermuda	\$0.0765	\$0.0026	\$0.1013	\$0.0034
Bhutan	\$0.3915	\$0.0131	\$0.3915	\$0.0131
Bolivia	\$0.1508	\$0.0050	\$0.1890	\$0.0063
Bosnia and Herzegovina	\$0.1395	\$0.0047	\$0.2025	\$0.0068
Botswana	\$0.1508	\$0.0050	\$0.1823	\$0.0061
Brazil	\$0.0810	\$0.0027	\$0.1508	\$0.0050
British Virgin Islands	\$0.1058	\$0.0035	\$0.1260	\$0.0042
Brunei	\$0.1643	\$0.0055	\$0.2498	\$0.0083
Bulgaria	\$0.1193	\$0.0040	\$0.1913	\$0.0064
Burkina Faso	\$0.2138	\$0.0071	\$0.2025	\$0.0068
Burundi	\$0.3578	\$0.0119	\$0.3578	\$0.0119
Cambodia	\$0.4365	\$0.0146	\$0.5378	\$0.0179
Cameroon	\$0.2205	\$0.0074	\$0.2205	\$0.0074
Canada	\$0.0225	\$0.0008	\$0.0225	\$0.0008
Cape Verde	\$0.1980	\$0.0066	\$0.1980	\$0.0066
Cayman Islands	\$0.0990	\$0.0033	\$0.1193	\$0.0040
Central African Republic	\$0.3150	\$0.0105	\$0.3150	\$0.0105
Chad	\$0.4995	\$0.0167	\$0.4995	\$0.0167
Chile	\$0.0810	\$0.0027	\$0.1620	\$0.0054
China	\$0.1148	\$0.0038	\$0.2115	\$0.0071
Christmas Island	\$0.0518	\$0.0017	\$0.0518	\$0.0017
Cocos Island	\$0.0518	\$0.0017	\$0.0518	\$0.0017
Colombia	\$0.1058	\$0.0035	\$0.1823	\$0.0061
Comoros	\$0.3173	\$0.0106	\$0.4253	\$0.0142
Congo Republic	\$0.2160	\$0.0072	\$0.2723	\$0.0091
Congo (Zaire), Democratic Rep.	\$0.2138	\$0.0071	\$0.2318	\$0.0077

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Rate Table BVOIP-ONC-3: International Off-Net Outbound Calls Pricing Table for ABN Express VPN Value Bundle and ABN VPN Value Bundle Express				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Cook Islands	\$0.4133	\$0.0138	\$0.4133	\$0.0138
Costa Rica	\$0.1013	\$0.0034	\$0.1193	\$0.0040
Croatia	\$0.1283	\$0.0043	\$0.2025	\$0.0068
Cuba	\$0.3688	\$0.0123	\$0.3780	\$0.0126
Cyprus	\$0.1373	\$0.0046	\$0.2183	\$0.0073
Czech Republic	\$0.1328	\$0.0044	\$0.1890	\$0.0063
Denmark	\$0.0383	\$0.0013	\$0.1125	\$0.0038
Diego Garcia	\$0.8100	\$0.0270	\$0.8100	\$0.0270
Djibouti	\$0.2228	\$0.0074	\$0.2250	\$0.0075
Dominica	\$0.1418	\$0.0047	\$0.1800	\$0.0060
Dominican Republic	\$0.0720	\$0.0024	\$0.1080	\$0.0036
East Timor	\$0.3758	\$0.0125	\$0.3758	\$0.0125
Ecuador	\$0.1193	\$0.0040	\$0.1733	\$0.0058
Egypt	\$0.1890	\$0.0063	\$0.2048	\$0.0068
El Salvador	\$0.1215	\$0.0041	\$0.1598	\$0.0053
Equatorial Guinea	\$0.4905	\$0.0164	\$0.5378	\$0.0179
Eritrea	\$0.2880	\$0.0096	\$0.2948	\$0.0098
Estonia	\$0.1688	\$0.0056	\$0.2633	\$0.0088
Ethiopia	\$0.2790	\$0.0093	\$0.2993	\$0.0100
Falkland Islands	\$0.6966	\$0.0232	\$0.7547	\$0.0252
Faroe Islands	\$0.1103	\$0.0037	\$0.1103	\$0.0037
Federated States of Micronesia	\$0.2835	\$0.0095	\$0.2835	\$0.0095
Fiji	\$0.2340	\$0.0078	\$0.2340	\$0.0078
Finland	\$0.0383	\$0.0013	\$0.1080	\$0.0036
France	\$0.0383	\$0.0013	\$0.1305	\$0.0044
French Antilles	\$0.1215	\$0.0041	\$0.2340	\$0.0078
French Guiana	\$0.1553	\$0.0052	\$0.2835	\$0.0095

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Rate Table BVOIP-ONC-3: International Off-Net Outbound Calls Pricing Table for ABN Express VPN Value Bundle and ABN VPN Value Bundle Express				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
French Polynesia	\$0.1958	\$0.0065	\$0.3465	\$0.0116
Gabon	\$0.2079	\$0.0069	\$0.2318	\$0.0077
Gambia	\$0.3078	\$0.0103	\$0.3164	\$0.0105
Georgia	\$0.2070	\$0.0069	\$0.3173	\$0.0106
Germany	\$0.0360	\$0.0012	\$0.1170	\$0.0039
Ghana	\$0.1485	\$0.0050	\$0.1823	\$0.0061
Gibraltar	\$0.1485	\$0.0050	\$0.2790	\$0.0093
Greece	\$0.0630	\$0.0021	\$0.1440	\$0.0048
Greenland	\$0.2142	\$0.0071	\$0.2340	\$0.0078
Grenada	\$0.1553	\$0.0052	\$0.1935	\$0.0065
Guadeloupe	\$0.1170	\$0.0039	\$0.2340	\$0.0078
Guantanamo	\$0.4905	\$0.0164	\$0.4905	\$0.0164
Guatemala	\$0.1058	\$0.0035	\$0.1463	\$0.0049
Guinea	\$0.2203	\$0.0073	\$0.2318	\$0.0077
Guinea-Bissau	\$0.3825	\$0.0128	\$0.3825	\$0.0128
Guyana	\$0.2498	\$0.0083	\$0.2498	\$0.0083
Haiti	\$0.1823	\$0.0061	\$0.2408	\$0.0080
Honduras	\$0.1418	\$0.0047	\$0.1598	\$0.0053
Hong Kong	\$0.0518	\$0.0017	\$0.0855	\$0.0029
Hungary	\$0.1035	\$0.0035	\$0.1778	\$0.0059
Iceland	\$0.0968	\$0.0032	\$0.1868	\$0.0062
India	\$0.1508	\$0.0050	\$0.2093	\$0.0070
Indonesia	\$0.1215	\$0.0041	\$0.1710	\$0.0057
Iran	\$0.2633	\$0.0088	\$0.2993	\$0.0100
Iraq	\$0.3128	\$0.0104	\$0.3488	\$0.0116
Ireland	\$0.0383	\$0.0013	\$0.1103	\$0.0037
Israel	\$0.0653	\$0.0022	\$0.1013	\$0.0034
Italy	\$0.0383	\$0.0013	\$0.1193	\$0.0040

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Rate Table BVOIP-ONC-3: International Off-Net Outbound Calls Pricing Table for ABN Express VPN Value Bundle and ABN VPN Value Bundle Express				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Ivory Coast	\$0.2768	\$0.0092	\$0.2993	\$0.0100
Jamaica	\$0.1305	\$0.0044	\$0.1778	\$0.0059
Japan	\$0.0405	\$0.0014	\$0.1058	\$0.0035
Jordan	\$0.2138	\$0.0071	\$0.2408	\$0.0080
Kazakhstan	\$0.1013	\$0.0034	\$0.1823	\$0.0061
Kenya	\$0.1935	\$0.0065	\$0.2318	\$0.0077
Kiribati	\$0.6190	\$0.0206	\$0.6485	\$0.0216
Korea, Democratic Peoples Rep.	\$0.6165	\$0.0206	\$0.6165	\$0.0206
Korea, South	\$0.0540	\$0.0018	\$0.0855	\$0.0029
Kuwait	\$0.2295	\$0.0077	\$0.2318	\$0.0077
Kyrgyzstan	\$0.1823	\$0.0061	\$0.2993	\$0.0100
Laos	\$0.4185	\$0.0140	\$0.5378	\$0.0179
Latvia	\$0.1688	\$0.0056	\$0.2273	\$0.0076
Lebanon	\$0.2115	\$0.0071	\$0.2633	\$0.0088
Lesotho	\$0.2048	\$0.0068	\$0.2498	\$0.0083
Liberia	\$0.2142	\$0.0071	\$0.2300	\$0.0077
Libya	\$0.2228	\$0.0074	\$0.2993	\$0.0100
Liechtenstein	\$0.0540	\$0.0018	\$0.1530	\$0.0051
Lithuania	\$0.1967	\$0.0066	\$0.2373	\$0.0079
Luxembourg	\$0.0518	\$0.0017	\$0.1215	\$0.0041
Macao	\$0.1598	\$0.0053	\$0.2318	\$0.0077
Macedonia	\$0.1350	\$0.0045	\$0.1935	\$0.0065
Madagascar	\$0.5895	\$0.0197	\$0.6368	\$0.0212
Malawi	\$0.2106	\$0.0070	\$0.2025	\$0.0068
Malaysia	\$0.0878	\$0.0029	\$0.1193	\$0.0040
Maldives	\$0.4219	\$0.0141	\$0.4500	\$0.0150
Mali	\$0.2453	\$0.0082	\$0.2993	\$0.0100
Malta	\$0.1530	\$0.0051	\$0.2678	\$0.0089

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Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Marshall Islands	\$0.1823	\$0.0061	\$0.1823	\$0.0061
Mauritania	\$0.2430	\$0.0081	\$0.2993	\$0.0100
Mauritius	\$0.2318	\$0.0077	\$0.3465	\$0.0116
Mayotte	\$0.3173	\$0.0106	\$0.5715	\$0.0191
Mexico (M1 & M2)	\$0.0540	\$0.0018	\$0.2183	\$0.0073
Mexico (M3 & M4)	\$0.0540	\$0.0018	\$0.2183	\$0.0073
Moldova	\$0.2070	\$0.0069	\$0.2993	\$0.0100
Monaco	\$0.0518	\$0.0017	\$0.2025	\$0.0068
Mongolia	\$0.3848	\$0.0128	\$0.3848	\$0.0128
Montenegro	\$0.1373	\$0.0046	\$0.1958	\$0.0065
Montserrat	\$0.1598	\$0.0053	\$0.1643	\$0.0055
Morocco	\$0.1620	\$0.0054	\$0.2475	\$0.0083
Mozambique	\$0.2858	\$0.0095	\$0.3465	\$0.0116
Myanmar	\$0.4365	\$0.0146	\$0.6368	\$0.0212
Namibia	\$0.1755	\$0.0059	\$0.2498	\$0.0083
Nauru	\$0.8820	\$0.0294	\$0.8820	\$0.0294
Nepal	\$0.2498	\$0.0083	\$0.2498	\$0.0083
Netherlands	\$0.0383	\$0.0013	\$0.1350	\$0.0045
Netherlands Antilles	\$0.1125	\$0.0038	\$0.1013	\$0.0034
Nevis	\$0.1215	\$0.0041	\$0.1337	\$0.0045
New Caledonia	\$0.2678	\$0.0089	\$0.2678	\$0.0089
New Zealand	\$0.0765	\$0.0026	\$0.1553	\$0.0052
Nicaragua	\$0.1373	\$0.0046	\$0.1733	\$0.0058
Niger	\$0.2273	\$0.0076	\$0.2273	\$0.0076
Nigeria	\$0.1845	\$0.0062	\$0.2318	\$0.0077
Niue	\$0.9045	\$0.0302	\$0.9045	\$0.0302
Norfolk Island	\$0.6804	\$0.0227	\$0.7371	\$0.0246
Norway	\$0.0383	\$0.0013	\$0.1080	\$0.0036

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Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Oman	\$0.2160	\$0.0072	\$0.2498	\$0.0083
Pakistan	\$0.2430	\$0.0081	\$0.2745	\$0.0092
Palau	\$0.2700	\$0.0090	\$0.2700	\$0.0090
Panama	\$0.1125	\$0.0038	\$0.1598	\$0.0053
Papua New Guinea	\$0.3105	\$0.0104	\$0.3364	\$0.0112
Paraguay	\$0.1418	\$0.0047	\$0.1958	\$0.0065
Peru	\$0.1215	\$0.0041	\$0.2430	\$0.0081
Philippines	\$0.0878	\$0.0029	\$0.1418	\$0.0047
Poland	\$0.1013	\$0.0034	\$0.1688	\$0.0056
Portugal	\$0.0518	\$0.0017	\$0.1283	\$0.0043
Qatar	\$0.2183	\$0.0073	\$0.2498	\$0.0083
Reunion	\$0.2453	\$0.0082	\$0.3780	\$0.0126
Romania	\$0.1455	\$0.0049	\$0.1985	\$0.0066
Russia	\$0.0968	\$0.0032	\$0.1215	\$0.0041
Rwanda	\$0.2835	\$0.0095	\$0.2835	\$0.0095
Saint Helena	\$0.7812	\$0.0260	\$0.7812	\$0.0260
Saint Kitts	\$0.1215	\$0.0041	\$0.1710	\$0.0057
Saint Lucia	\$0.1238	\$0.0041	\$0.1710	\$0.0057
Saint Pierre and Miquelon	\$0.1148	\$0.0038	\$0.2340	\$0.0078
Saint Vincent and The Grenadines	\$0.1418	\$0.0047	\$0.1890	\$0.0063
San Marino	\$0.0855	\$0.0029	\$0.1112	\$0.0037
Sao Tome and Principe	\$0.5965	\$0.0199	\$0.5965	\$0.0199
Saudi Arabia	\$0.1845	\$0.0062	\$0.2453	\$0.0082
Senegal	\$0.2633	\$0.0088	\$0.3465	\$0.0116
Serbia	\$0.1373	\$0.0046	\$0.1958	\$0.0065
Seychelles	\$0.3688	\$0.0123	\$0.3688	\$0.0123

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Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Sierra Leone	\$0.2273	\$0.0076	\$0.2498	\$0.0083
Singapore	\$0.0563	\$0.0019	\$0.1013	\$0.0034
Slovakia	\$0.1148	\$0.0038	\$0.1913	\$0.0064
Slovenia	\$0.1148	\$0.0038	\$0.1980	\$0.0066
Solomon Islands	\$0.6233	\$0.0208	\$0.6233	\$0.0208
Somalia	\$0.4208	\$0.0140	\$0.4208	\$0.0140
South Africa	\$0.0990	\$0.0033	\$0.1688	\$0.0056
Spain	\$0.0383	\$0.0013	\$0.1215	\$0.0041
Sri Lanka	\$0.2363	\$0.0079	\$0.2993	\$0.0100
Sudan	\$0.3038	\$0.0101	\$0.3465	\$0.0116
Suriname	\$0.2790	\$0.0093	\$0.2993	\$0.0100
Swaziland	\$0.1530	\$0.0051	\$0.2318	\$0.0077
Sweden	\$0.0360	\$0.0012	\$0.1238	\$0.0041
Switzerland	\$0.0383	\$0.0013	\$0.1553	\$0.0052
Syria	\$0.2430	\$0.0081	\$0.2318	\$0.0077
Taiwan	\$0.0608	\$0.0020	\$0.1148	\$0.0038
Tajikistan	\$0.1103	\$0.0037	\$0.1103	\$0.0037
Tanzania	\$0.1935	\$0.0065	\$0.2925	\$0.0098
Thailand	\$0.1125	\$0.0038	\$0.1395	\$0.0047
Togo	\$0.2430	\$0.0081	\$0.2430	\$0.0081
Tonga	\$0.2943	\$0.0098	\$0.2943	\$0.0098
Trinidad and Tobago	\$0.1238	\$0.0041	\$0.1530	\$0.0051
Tunisia	\$0.2736	\$0.0091	\$0.2916	\$0.0097
Turkey	\$0.1125	\$0.0038	\$0.1598	\$0.0053
Turkmenistan	\$0.2385	\$0.0080	\$0.2385	\$0.0080
Turks and Caicos Islands	\$0.1305	\$0.0044	\$0.1305	\$0.0044
Tuvalu	\$0.6111	\$0.0204	\$0.6111	\$0.0204

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Rate Table BVOIP-ONC-3: International Off-Net Outbound Calls Pricing Table for ABN Express VPN Value Bundle and ABN VPN Value Bundle Express				
Country Region	Land Line Termination 30 seconds	Land Line Termination 1 second	Mobile Termination 30 seconds	Mobile Termination 1 second
Uganda	\$0.1823	\$0.0061	\$0.2318	\$0.0077
Ukraine	\$0.1463	\$0.0049	\$0.2025	\$0.0068
United Arab Emirates	\$0.1395	\$0.0047	\$0.1688	\$0.0056
United Kingdom	\$0.0180	\$0.0006	\$0.1103	\$0.0037
Uruguay	\$0.1328	\$0.0044	\$0.1823	\$0.0061
Uzbekistan	\$0.7178	\$0.0239	\$0.7178	\$0.0239
Vanuatu	\$0.3251	\$0.0108	\$0.0383	\$0.0013
Vatican City	\$0.0385	\$0.0013	\$0.0385	\$0.0013
Venezuela	\$0.0900	\$0.0030	\$0.1710	\$0.0057
Viet Nam	\$0.2678	\$0.0089	\$0.2993	\$0.0100
Wallis and Fortuna Islands	\$0.8798	\$0.0293	\$0.8798	\$0.0293
Western Samoa	\$0.3240	\$0.0108	\$0.3240	\$0.0108
Yemen	\$0.2138	\$0.0071	\$0.2318	\$0.0077
Zambia	\$0.1935	\$0.0065	\$0.2318	\$0.0077
Zimbabwe	\$0.1620	\$0.0054	\$0.2430	\$0.0081
Global Satellite Service	\$2.0691	\$0.0690	\$2.0691	\$0.0690

P-6.9. Ancillary Charges

P-6.9.1. Rate Table BVOIP-LDA-C: BVoIP Local and Intrastate Directory Assistance Charges

Section Effective Date: 02-Sep-2015

Rate Table BVOIP-LDA-C: BVoIP Local and Intrastate Directory Assistance Charges	
Originating Location	AT&T Per Call Charge
Alabama	\$0.60
Alaska	\$0.60
Arizona	\$0.75

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Rate Table BVOIP-LDA-C: BVoIP Local and Intrastate Directory Assistance Charges	
Originating Location	AT&T Per Call Charge
Arkansas	\$0.95
California	\$0.85
Colorado	\$0.60
Connecticut	\$0.95
DC	N/A
Delaware	\$0.95
Florida	\$0.85
Georgia	\$0.95
Hawaii	\$0.75
Idaho	\$0.95
Illinois	\$0.95
Indiana	\$0.95
Iowa	\$0.95
Kansas	\$0.95
Kentucky	\$0.85
Louisiana	\$0.85
Maine	\$0.70
Maryland	\$0.95
Massachusetts	N/A
Michigan	\$0.95
Minnesota	\$0.85
Mississippi	\$0.85
Missouri	\$0.95
Montana	\$0.95
Nebraska	\$0.95
Nevada	\$0.95
New Hampshire	\$0.95
New Jersey	\$0.95
New Mexico	\$0.95
New York	\$0.70

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Rate Table BVOIP-LDA-C: BVoIP Local and Intrastate Directory Assistance Charges	
Originating Location	AT&T Per Call Charge
North Carolina	\$0.50
North Dakota	\$0.75
Ohio	\$0.95
Oklahoma	\$0.60
Oregon	\$0.85
Pennsylvania	\$0.95
Puerto Rico	N/A
Rhode Island	\$0.95
South Carolina	\$0.75
South Dakota	\$0.95
Tennessee	N/A
Texas	\$0.95
Utah	\$0.95
Vermont	\$0.95
Virginia	\$0.95
Washington	\$0.75
West Virginia	\$0.75
Wisconsin	\$0.95
Wyoming	\$0.95

P-6.9.2. Rate Table BVOIP-IDA-C: BVoIP Interstate Directory Assistance Charges

Section Effective Date: 02-Sep-2015

Rate Table BVOIP-IDA-C: BVoIP Interstate Directory Assistance Charges	
Originating Location	AT&T Per Call Charge
Interstate	\$2.49

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P-6.9.3. Rate Table BVOIP-OS-C: BVoIP Local Directory Assistance Charges Call Type/Per Call Charge

Section Effective Date: 20-Aug-2007

Rate Table BVOIP-OS-C: BVoIP Local Directory Assistance Charges Call Type/Per Call Charge						
State	Station-to-Station	Person-to-Person	Third Number Billing	Busy Line Verification	Busy Line Interrupt	Collect
US Mainland	\$1.75	\$3.50	\$1.80	\$2.00	\$2.15	\$3.50

P-6.9.4. Rate Table BVOIP-OS-C-IWDE: Inside Wiring Demarc Extension

Section Effective Date: 01-May-2009

Rate Table BVOIP-OS-C-IWDE: Inside Wiring Demarc Extension			
Charge per Site	Monthly Recurring Charge	Non-Recurring Charge	Notes
Inside wiring- Demarc extension up to 150 Ft		\$175.00	<SF>
Inside wiring – Demarc extension over 150 Ft, each additional 50 ft		\$60.00	<SF>
<p>Notes:</p> <p>Notes: Inside wiring Demarc extension is limited to 300 Ft and T1 bandwidth. Extensions beyond 300 Ft and or Fractional T3 or Full T3 bandwidths inside wiring will require special bid pricing</p> <p><SF> CAT5 cable and one (1) RJ-11 or RJ-45 modular plug, installed at same time as equipment installation or site visit</p>			

P-6.10. AT&T Dedicated Internet and Voice Bundle Charges

Section Effective Date: 28-Feb-2018

Each ADIVB is charged a monthly recurring charge as specified in Customer's Service Agreement. Depending on Customer's usage, additional calling charges may apply as specified below.

When AT&T IP Toll-Free is added to ADIVB, a monthly recurring charge, as specified in Customer's Service Agreement, applies. This charge covers an aggregate number of AT&T IPTF minutes across Customer Sites. When Customer usage exceeds the number of minutes, then standard usage charges apply as set forth in this Service Guide.

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P-6.10.1. ADIVB Usage Charges

Section Effective Date: 28-Feb-2018

- Off-Net Long distance. If the number of used minutes exceeds the monthly included minutes of the selected bundle; Customer will be billed as specified in the Customer's Service Agreement for ADIVB.
- International Off-Net Calls. Customer is billed per minute charges for International Off-Net Calls, and such charges vary based upon the country/region being called and the termination type.
- AT&T IP Toll-Free. If the number of used minutes exceeds the monthly included minutes for AT&T IP Toll-Free on ADIVB; Customer will be billed as specified in the Customer's Service Agreement for ADIVB

Cross References

[P-6.8.2. Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table](#)

[P-6.8.2. Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table](#)

[P-6.8.2. Rate Table BVOIP-ONC-I: International Off-Net Outbound Calls Pricing Table](#)

Country-Specific Provisions

CSP-1. Argentina

CSP-1.1. Billing and Payment

Section Effective Date: 11-Nov-2016

This provision can be found in the [General Provisions](#).

CSP-1.2. AT&T IP Flexible Reach

Section Effective Date: 20-Apr-2012

For in-country calling, only On-Net Calls can be made or received.

CSP-2. Brazil

Section Effective Date: 16-Dec-2016

This provision can be found in the [General Provisions](#).

CSP-3. Canada

Section Effective Date: 15-Feb-2012

Customer agrees that AT&T may deliver invoices to Customer by means of AT&T Web-Based Billing. AT&T enables Customer to access AT&T Web-Based Billing by using a User ID and password. Customer must provide AT&T with the name, telephone number, e-mail and mail addresses of Customer's designated billing contact for this purpose. AT&T will notify Customer's designated billing contact by e-mail when an invoice is made available on the AT&T Web-Based

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Billing facility. Customer agrees to check the AT&T Web-Based Billing facility at least monthly for invoices regardless if Customer has received AT&T e-mail notification of invoice availability. Customer agrees that Customer will be deemed to have received each invoice as of the date the invoice is made first available by AT&T and that Customer's failure to access any invoice shall not relieve, waive or delay Customer's obligation to remit payment to AT&T. Customer must provide AT&T with 45 days prior written notice of any change affecting Customer's designated billing contact including changes in contact name, telephone number, e-mail and mail addresses, by email at agnscanada@att.com or fax (905-762-7410).

CSP-4. Chile

Section Effective Date: 20-Apr-2012

AT&T will invoice all applicable charges in local currency. The charges, which are quoted and contracted in US Dollars, will be converted to local currency using the exchange rate issued by the Banco Central de Chile on the invoice date.

CSP-5. China (People's Republic of China)

CSP-5.1. AT&T IP Flexible Reach in China

Section Effective Date: 04-Jun-2016

Services are provided in China by Shanghai Symphony Telecommunications Co., Ltd. (SST) and China Telecommunication Corporation (CT) and are provided subject to PRC laws and regulations. Only On-Net Calls between Sites of the same Customer can be made or received. Other On-Net Calls or Off-Net Calls can neither be made nor received.

- PB VQM is not available. Network Based VQMs are allowed.
- IAR is not available.
- AT&T Global Network Services Hong Kong Limited will invoice the Hong Kong Customer, on a monthly basis, for AT&T IP Flexible Reach.
- The monthly invoice will be converted to Hong Kong Dollars at the time of billing.
- Local billing in PRC is only available when Services are provided by SST.

CSP-6. Colombia

CSP-6.1. Billing and Payment

Section Effective Date: 20-Apr-2012

Unless otherwise mandated by Colombian law, invoices for all applicable charges shall be rendered in US Dollars, and payment shall be made in US Dollars. If any law, rule or regulation of a competent Colombian authority requires that payment for services rendered in Colombia must be made in Colombian Pesos, payment shall be made in the equivalent amount in Colombian Pesos based on the official exchange rate or Tasa Representativa del Mercado (T.R.M.), set on the day immediately prior to the date the payment is made.

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CSP-6.2. AT&T IP Flexible Reach*Section Effective Date: 15-Jun-2012*

For in-country calling, only On-Net Calls can be made or received.

IAR is not available between in-country Sites.

CSP-7. Indonesia**CSP-7.1. AT&T IP Flexible Reach in Indonesia***Section Effective Date: 27-Jun-2015*

Customer must utilize the AT&T Managed Router Solution (“MRS”) service, MRS Essential or MRS Complete only.

Only On-Net Calls between Sites on the same Customer AT&T VPN Service may be made or received. Other On-Net Calls or Off-Net Calls can neither be made nor received.

PB VQM is not available.

IAR is not available.

CSP-7.2. Billing and Payment Currency – Indonesia*Section Effective Date: 01-Jul-2015*

Effective July 1, 2015, pursuant to Bank Indonesia issued Regulation No. 17/3/PBI/2015 on the Mandatory Use of Rupiah within the Territory of the Republic of Indonesia, all transactions conducted in Indonesia will be quoted, priced and invoiced in Indonesia Rupiah (IDR).

Charges for local Customers with existing Services in Indonesia with AT&T on July 1, 2015 who are currently billed in US Dollars (USD) will be billed in Indonesian Rupiah after July 1, 2015. The conversion rate upon which these billings will be calculated will be the spot exchange rate for USD/IDR published by Bloomberg L.P. - New York Composite – 5:30 PM US Eastern time on June 30, 2015.

CSP-8. Malaysia**CSP-8.1. AT&T IP Flexible Reach in Malaysia***Section Effective Date: 27-Jun-2015*

Customer must utilize the AT&T Managed Router Solution (“MRS”) service, MRS Essential or MRS Complete only.

Customer access to AT&T IP Flexible Reach is only available on an individual case basis (ICB).

PB VQM is not available.

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CSP-9. Mexico**CSP-9.1. Product and Services (IEPS) Tax Uplift***Section Effective Date: 20-Apr-2012*

The Service is subject to an excise tax in Mexico known as the Product and Services (IEPS) tax. The invoiced price for Service in Mexico shall be increased (the uplift) by the amount of IEPS tax in effect. As of January 1, 2010, the IEPS uplift shall be three percent (3%).

CSP-9.2. AT&T IP Flexible Reach*Section Effective Date: 15-Jun-2012*

Only On-Net Calls between Sites of the same Customer can be made or received.

IAR is not available.

CSP-10. Panama*Section Effective Date: 20-Apr-2012*

Services provided in Panama are subject to applicable Panamanian regulations. In the event that AT&T does not respond to a Customer complaint under the Agreement regarding the Service provided in Panama within thirty (30) calendar days of presentation of the complaint, or if Customer is not satisfied with AT&T's response, it may, at Customer's option, file a complaint before the Public Services Regulating Body in Panama.

Services provided in Panama may not be connected to the public switched telephone network (PSTN), between one or more points within Panama. AT&T may verify that Customer's use of the Services complies with applicable Panamanian law, and AT&T is required to inform the Public Services Regulating Body in Panama of any perceived violation of Panamanian regulations.

CSP-10.1. AT&T IP Flexible Reach in Panama*Section Effective Date: 27-Jun-2015*

Customer access to AT&T IP Flexible Reach is only available on an individual case basis (ICB).

Customer must utilize the AT&T Managed Router Solution ("MRS") service, MRS Essential or MRS Complete only.

For in-country calling, only On-Net Calls can be made or received.

PB VQM is not available.

IAR is not available between in-country Sites.

CSP-11. Peru**CSP-11.1. Billing and Payment***Section Effective Date: 20-Apr-2012*

AT&T will invoice all applicable charges in US Dollars, and Customer shall pay all charges in US Dollars. If any law, rule or regulation of a competent Peruvian authority requires that payment for services rendered in Peru must be made in Nuevo Soles, the invoice will include the

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equivalent amount in Nuevo Soles based on the official exchange rate of the Banco Central de la Reserva del Peru on the day immediately prior to the invoice date.

CSP-11.2. AT&T IP Flexible Reach

Section Effective Date: 15-Jun-2012

For in-country calling, only On-Net Calls can be made or received.

IAR is not available between in-country Sites.

CSP-12. Philippines

CSP-12.1. Billing and Payment

Section Effective Date: 20-Apr-2012

AT&T Worldwide Telecommunications Services Singapore Pte Ltd. ("AT&T Singapore") will invoice Customer's Singapore entity for services provided by local service provider in Philippines. Rates shown in United States Dollars shall be converted to Singapore dollars for invoicing (SGD).

The Minimum Payment Period for Service Components in Philippines shall be 12 months.

CSP-12.2. AT&T IP Flexible Reach and AT&T IP Toll-Free

Section Effective Date: 27-Jun-2015

Customer access to AT&T IP Flexible Reach and AT&T IP Toll-Free is only available on an individual case basis (ICB).

Customer must utilize the AT&T Managed Router Solution ("MRS") service, MRS Essential or MRS Complete only.

PB VQM is not available.

CSP-13. South Africa

Section Effective Date: 15-Feb-2012

An AT&T VPN capacity check must be completed prior to each AT&T IP Flexible Reach order.

CSP-14. Taiwan

Section Effective Date: 15-Jun-2012

Only On-Net Calls between Sites on the same Customer AT&T VPN Service may be made or received. Other On-Net Calls or Off-Net Calls can neither be made nor received.

IAR is not available.

CSP-15. Thailand

CSP-15.1. AT&T IP Flexible Reach in Thailand

Section Effective Date: 27-Jun-2015

Customer must utilize the AT&T Managed Router Solution ("MRS") service, MRS Essential or MRS Complete only.

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Only On-Net Calls between Sites on the same Customer AT&T VPN Service may be made or received. Other On-Net Calls or Off-Net Calls can neither be made nor received.

PB VQM is not available.

IAR is not available.

CSP-16. US

Section Effective Date: 15-Jun-2012

IAR primary and secondary locations must use IP PBX equipment.

CSP-17. Venezuela**CSP-17.1. Billing and Payment**

Section Effective Date: 09-Aug-2018

List rates for services are contained within the Schedule of Charges for Venezuela. Prices after any discount applicable to Customer's Service in Venezuela will be set forth in Customer's Pricing Schedule or Addendum in the local currency, presently known as Sovereign Bolivars ("Bs.S"). AT&T Global Network Services de Venezuela, LLC ("AT&T Venezuela") will invoice Customer for Service in Venezuela in Bs.S and Customer agrees to pay in Bs.S.

In case of a government devaluation of the Venezuelan currency, the price expressed in Customer's contract in the local currency (now known as the Bs.S) will be adjusted proportionally to the devaluation and AT&T Venezuela may issue one or more invoices or debit notes in connection with any invoice then outstanding and unpaid.

CSP-17.2. AT&T IP Flexible Reach

Section Effective Date: 15-Jun-2012

For in-country calling, only On-Net Calls can be made or received.

IAR is not available between in-country Sites.

CSP-18. Vietnam**CSP-18.1. AT&T IP Flexible Reach in Vietnam**

Section Effective Date: 11-May-2018

Customer must utilize the AT&T Managed Router Solution ("MRS") service, MRS Essential or MRS Complete only.

Only On-Net Calls between Sites on the same Customer AT&T VPN Service may be made or received. Other On-Net Calls or Off-Net Calls can neither be made nor received.

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