

AT&T
remote
access
services

fully managed VPN solutions



for essential
global
connectivity.



Global Network Services



Our remote access VPN capability gives your employees and business partners on-site efficiency — worldwide.

Today's global business environment requires connectivity with a variety of remote offices, worldwide business partners and travelling employees. To ensure your users can work effectively while reaching around the world, you need connectivity that is as reliable and easy as on-site Local Area Network (LAN) access. With AT&T Remote Access Services, you receive network capabilities that help streamline business processes, reach new markets and grow your revenues.

Through Virtual Private Networks (VPNs), AT&T Remote Access Services enables you to securely transmit information over a private or public shared network, such as the Internet. Our VPN solutions are specifically designed to enable remote or travelling users to connect to your private network through a protected channel.

We build end-to-end global solutions so that you, your employees and your authorized business partners can access information securely, from around the world.

Our managed services bring all the benefits of our skill, expertise and seamless global roaming capability to your business.

Our wealth of experience with VPN technologies is complemented by our broad array of available resources and expertise to design remote access solutions that allow you to expand the reach of your corporate network.

Together with our expert management and global customer support, AT&T Remote

Access Services can provide the functionality you need to be competitive in the global marketplace. Our services are designed to free you from the task of operating your own network so that you can focus your resources on growing your business.

Our comprehensive remote access is available from nearly 2,000 points of presence worldwide. With such a wide global reach, we have taken great care to design our architecture to be high-performance, scalable and robust. This incorporates a level of flexibility that allows us to enhance the service to meet your evolving needs, deploy new technologies as they become available and adapt our existing services to provide the appropriate technology for your current and future business needs.

Managed. Comprehensive. Secure.

AT&T Remote Access Services enables you to strengthen your business connections around the world.



Key Benefits:

- Seamless global roaming capability provides reliable and easy access to applications on your corporate LAN for remote and travelling users
- Single network connection serving multiple applications helps to improve productivity and reduce complexity
- Peace-of-mind is provided with global, around-the-clock hotline support in English or the local language
- Future growth is facilitated with scalable, integrated and global solutions
- Security features are in place to help safeguard your critical corporate data
- Industry-leading global platform offers market-proven effectiveness
- Single point of contact for all your support concerns
- Option of local, regional or global invoicing in your currency of choice to simplify the process of doing business globally

We are committed to offering robust, flexible network services that you and your remote users can rely on.

AT&T Remote Access Services operates a worldwide network that is engineered to provide reliable transport of your business information. While our infrastructure is highly sophisticated and designed to be state-of-the-art, our services are easy to use and can integrate well with your current technology. This enables you to leverage your previous investments while you add new functionality to your network.

Our services feature high levels of built-in redundancy, including duplication of key network components like control centres and transmission links, to provide continuous end-to-end service.

When you choose our Service Level

Agreement (SLA) option* you are provided with the data that supports this AT&T Remote Access Services commitment. We validate network service performance through optional, industry-leading reports that give you accurate network availability information. These reports also depict in detail the access experience for each and every user of our dial services.

AT&T Remote Access Services also offers security features designed to guard your data in transit — whether you are travelling or switching between narrowband and broadband access methods. Standard security features include enhanced user ID authentication, access control and logging of connection records. Furthermore, our services also support a wide range of third-party authentication methods such as SecurID®, SafeWord® and the RADIUS protocol.

*Subject to certain conditions.

Our licensed client software, AT&T Net Client, provides a straightforward, upgradeable and easy-to-install application for accessing our services. With a globally consistent interface, a wealth of functions and flexible features that include a customizable facade, this software eases and enhances your connectivity experience.

AT&T Remote Access Services is supported with around-the-clock, world-class network support. This includes access to help desks around the world in English or in the local language, online or through our toll-free number.

With solutions that are both global and scaleable, AT&T Remote Access Services is ready to take you into the future, supporting your growth locally and around the world.

Managed VPN Tunnelling Service

Our Managed Tunnelling Service is a VPN solution that enables you to secure your business communications over the Internet or the AT&T Global Network. End-to-end tunnelling provides security for remote access users by masking the original source and destination addresses of the IP packets. This security is enhanced by encrypting data in transit using industry-standard methods. Our Managed Tunnelling Service is available as either an IPSec or a

PPTP implementation to support IP, IPX and TCPBeui protocols. To further protect remote access users from Internet vulnerability, a built-in personal firewall is activated when the Internet is used as the transport network.

Managed IP Remote Access Services

Our Managed IP Remote Access Services offers secure connectivity to your intranet through the AT&T Global Network. We support various access methodologies, from analog V.90 dial to broadband using Cable or Digital Subscriber Line (DSL), that enable expanded remote access to your applications. Broadband Internet VPN Gateway, IP Dual Access and Fixed IP Encapsulation are some of the available features offered through IP Remote Access Services.

Broadband Internet VPN Gateway

The Broadband Internet VPN Gateway provides fast and secure access to essential information on your intranet, through a secure IPSec session and DES encryption, using any broadband Cable or DSL Internet connection. To further protect remote access users from Internet vulnerability, a built-in personal firewall is automatically activated when our software is installed.

IP Dual Access

This feature enables you to access both the Internet and your private intranet securely and conveniently through a single connection. Users are given access to Internet resources through a unique packet filtering and address translation technology. Add the ability of our Fenced Internet option and you can limit Internet access to those specified destinations that support your business activities.

Fixed IP Encapsulation

The Fixed IP Encapsulation feature enables you to assign static IP addresses to individual remote access users. This allows users to maintain a consistent IP address whenever and wherever they access the AT&T Global Network. The use of non-NIC registered IP addressing is also supported with Fixed IP Encapsulation, eliminating the need to employ network address translation (NAT) and allowing

the preservation of your existing IP addressing scheme. Depending on the design and your needs, the feature can be implemented using either Layer 2 Forwarding (L2F) or Layer 2 Tunneling Protocol (L2TP).

**Trust us for global, managed,
world-class and reliable
network services for all your
communication needs.**

Monitored around the clock with the latest in management tools, AT&T Global Network Services delivers fully managed and reliable communications in a security-rich computing environment throughout the world. We provide our world-class network services to businesses in over 60 countries. Our highly advanced infrastructures are designed with your needs in mind and allow rapid deployment of new applications and

services with minimal investment and maximum benefit. Trust our breadth of services, next-generation technologies and skilled experts to deliver the dynamic, reliable and flexible networking solutions that enable your business — large or small, local or global — to be successful today.

For information about AT&T Remote Access Services, contact your local AT&T Global Network Services sales representative, call **1 877 818-8333** or visit our Web site **www.att.com/globalnetwork/canada**

Pour obtenir un exemplaire en français de ce document, veuillez composer le 1 877 818-8333.

If you would like a French copy of this brochure, please call 1 877 818-8333.

AT&T Global Network Services is a leader in providing world-class, reliable, end-to-end managed network solutions for doing business securely throughout the world. The AT&T Global Network offers dedicated and dial network access in over 60 countries.

In Canada, AT&T Global Network Services works with businesses of all sizes to provide the network solutions they need, enabling them to focus on their core business requirements by relieving them of the task of building, managing and supporting their own network infrastructure.

Advanced solutions available from AT&T Global Network Services include managed tunnelling, multi-protocol remote access, secure global VPN, simultaneous Internet and intranet access, state-of-the-art firewall and security services, global roaming, robust management capabilities and seamless "anyband" access.

The entire suite of managed network services is backed by outstanding customer support, with both English and local language help desk support.



AT&T

Global Network Services

AT&T Global Network Services Canada Co.

Head Office:

55 Commerce Valley Drive West, Suite 700

Thornhill, Ontario L3T 7V9

| 877 818-8333

www.att.com/globalnetwork/canada